



ANKIT CHAKRABORTY

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SUMMARY

Engineering Leader with 14+ years of experience building, scaling and modernizing high-impact billing, subscription and monetization platforms across Telecom, SaaS, FinTech and Enterprise domains. Proven record of leading engineering pods, driving architectural transformation and delivering multi-million-dollar business impact through technology innovation, system design and operational excellence. Skilled in owning full engineering lifecycle from roadmap definition to delivery, stakeholder alignment, architecture governance and production reliability. Recognized for balancing strategic leadership with hands-on architectural depth, enabling teams to deliver scalable, resilient systems with faster execution and higher quality. Brings an AI-driven mindset, leveraging automation, predictive intelligence and generative AI to accelerate engineering productivity and product innovation.

EDUCATION

- **B-Tech (Electronics and Instrumentation) | Dr. B C Roy Engineering College, Durgapur, WB, India | 2007 - 2011**

SKILLS

- **Leadership & Execution:**
 - Engineering Team Leadership
 - People Development
 - Mentoring
 - Program/Project Delivery
 - KPI/OKR Ownership
 - Stakeholder Management
 - Cross-Functional Collaboration
 - Governance
 - Risk & Release Management
 - Agile Execution.
- **Enterprise & Billing Expertise:**
 - Oracle BRM (Subscription Lifecycle, Customer Monetization, Product Catalog, Offer Management, Rating, Billing, Discounting, Invoicing, Taxation)
 - Pricing Design Center (PDC)
 - Oracle AIA Integrations.
- **Cloud, DevOps & Reliability:**
 - AWS (EC2, S3), Docker, Kubernetes
 - CI/CD using GitHub Actions, GitLab, Jenkins
 - Observability: Splunk, Grafana, New Relic,
 - SRE Practices: SLO/SLA, Incident Prevention, RCA, Automation.
- **Architecture & System Design:**
 - Large-Scale Billing (Telecom, FinTech, SaaS)
 - Rating & Invoicing Systems
 - Distributed systems
 - Microservices High Availability
 - System Integration
 - API Architecture
 - Event Pipelines
 - Modernization & Legacy Refactoring
 - Platform Engineering.
- **Data, Automation & Tools: Databases:**
 - Oracle DB, PostgreSQL, Elasticsearch, MongoDB
 - Automation: Python, Shell scripting, UiPath (RPA)
 - Testing Practices: TDD, BDD, Quality Governance, Performance Optimization & Scalability Engineering.
- **Innovation & AI Initiatives:**
 - AI-assisted engineering automation (code analysis, test generation)
 - LLM-powered workflow enhancements (invoice validation, on-page assistance)
 - RAG-based search & documentation intelligence
 - AI agent workflows for reasoning & analysis
 - AI-led modernization concepts for enterprise platforms

OVERSEAS EXPERIENCE

- Doha, Qatar | Atlanta, USA | Auckland, New Zealand

VISA

- USA B1/B2 - Stamped 10 years. (End – 2027)
- New Zealand Work Visa (Feb,2018 – Feb,2020)

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SECTOR EXPERIENCE

- Telecom
- Media and Entertainment
- Credit Rating
- MSO (Multiple System Operator)
- Subscription Billing

CERTIFICATION

- Oracle BRM Sales and Pre – Sales
- ISTQB CTFL
- Python – Foundation Level
- Leadership Development Specialization (Rice University Coursera) – In Progress

PROFESSIONAL EXPERIENCE



Covalense Digital Solutions, Bengaluru, India

June 2025 – Present

Client: Verizon

Covalense Digital, delivers cloud, AI and mobile solutions for global telecom and enterprise clients, featuring their 5G-ready, AI-driven BSS platform Csmart. They provide enterprise services, integrated engineering and cloud transformation to enhance customer experiences and drive technological opportunities.

Role: Senior Technical Lead (Billing Platform)

Team Size: 25 members

Leadership & Execution

- Led engineering pods across billing, payments, discounting and DevOps, improving delivery predictability and operational maturity.
- Implemented observability, release governance, pipeline automation and reliability frameworks that **increased deployment frequency by 3x**.
- Mentored engineers in technical design, debugging, Oracle BRM internals and platform reliability.

Architectural Ownership & Business Impact

- Architected Verizon's next-gen Multiline Discount Engine for new offering, **generating \$5M/month recurring uplift**.
- Designed a scalable pricing architecture **reducing configuration effort by 70%**, improving time-to-market.
- Introduced modernization and code-governance practices, reducing incident volume and improving maintainability.

The Intuit logo, consisting of the word 'INTUIT' in white, uppercase, sans-serif font on a blue rectangular background.

Intuit India Product Development Centre, Bangalore, India

February 2022 – February 2025

Sector: Subscription Billing (QuickBooks)

Intuit is a financial technology company that provides products and services to help people, small businesses and self-employed people make more money, save time and make confident financial decisions, service 100 million customers worldwide.

Role: Senior Software Engineer (QuickBooksLive Technical Lead Oracle BRM)

Team Size: 5 members

Leadership & Execution

- Led sprint planning, architectural decisions, stakeholder alignment and production delivery for Billing Experience.
- Guided engineers in building scalable solutions, improving team velocity and engineering quality.

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Architecture & Platform Impact

- Delivered cross-SKU migration framework generating **\$18M revenue**, achieving **zero post-migration incidents**.
- Refactored **200K+ line quote system** into 14 modular experiences, drastically improving maintainability and onboarding speed.
- Collaborated with Finance, Marketing Ops & Analytics teams to deliver SOX-compliant billing reports for CXO visibility.

AI-Led Innovation

- Conceived and prototyped a **Generative AI-based invoice automation** system improving accuracy and reducing manual workflows.
- Automated throughput monitoring and regression validation scripts for production stability.



Dell Technologies, Bangalore, India

September 2020 - February 2022

Project: APEX

Sector: Subscription Billing

Dell Technologies is the leader in digital transformation, providing digital technology solutions, products and services to drive business success.

Role: Principal Software Engineer (Billing and Invoicing Team Lead)

Team Size: 13 members

Impact & Architecture

- Designed new monetization features including delayed billing, cycle overrides and advanced billing logic driving **\$120M+ annualized revenue**.
- Led platform-wide BRM upgrade planning, impact assessment and deployment readiness.

Leadership

- Spearheaded engineering best practices, code governance, quality frameworks and continuous improvement across teams.
- Coordinated cross-functional delivery with product owners, architecture council, QA and release teams.



Oracle, Bangalore, India

October 2019 – September 2020

Client: Reliance Jio

Sector: MSO

Reliance Jio Infocomm Limited, is an Indian telecommunications company and wholly owned subsidiary of Reliance Industries, headquartered in Mumbai, Maharashtra, India. It operates a national LTE network with coverage across all 22 telecom circles. It does not offer 2G or 3G service and instead uses only voice over LTE to provide voice service on its 4G network.

Role: Principal Consultant (OBRM SME)

Team Size: 9 members

- Performed large-scale BRM performance assessments, production readiness and memory optimization initiatives.
- Guided engineering teams in code optimization, incident reduction and upgrade stabilization.
- Led planning and assessment for BRM 12 upgrades and post-deployment validation.

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Tech Mahindra, Auckland, New Zealand

January 2018 - October 2019

Client: 2Degrees Mobile

Sector: Telecom

2degrees is a telecommunications provider that operates in New Zealand. Its mobile network launched on 4 August 2009. 2degrees offers prepaid and pay-monthly monthly mobile services as well as fixed-line phone and broadband services.

Role: Tech Lead

Team Size: 7 members

- Led design and delivery of advanced discounting, bill suppression and customer repayment features.
- Developed charge-injection engine via AIA for upstream systems, **generating NZD 1.5M per quarter**.
- Client-facing leadership role ensuring alignment across engineering and business teams.



Capgemini, Bangalore, India

June 2016 – January 2018

Client: Equifax

Sector: Credit Rating

Equifax Inc. is a data analytics and technology company that assists organizations and individuals in making informed business and personal decisions. Headquartered in Atlanta, Ga, USA. In addition to credit and demographic data and services to business, Equifax sells credit monitoring and fraud-prevention services directly to consumers.

Role: Senior Consultant

Team Size: 13 members

- Designed usage billing flows, DR frameworks and AIA-driven integrations.
- Delivered custom invoicing logic, rating enhancements and reporting alignment for compliance.



Ernst and Young LLP, Bangalore, India

November 2015 - June 2016

Client: Rogers Communications

Sector: Media and Entertainment

Rogers Communications Inc. is a Canadian communications and media company. The Company provides wireless voice and data communication services to individual consumers, businesses, governments and other telecommunications service providers.

Role: Consultant

Team Size: 15 members

- Worked as an Oracle Product specialist to facilitate the data migration from legacy system to Oracle data model and billing solutions using Oracle BRM for subscription management
- Worked on requirement and data analysis for migration project.
- RFP analysis and Business KPI Mapping to the target system, POC on Oracle Communications Data Model.

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Tech Mahindra Ltd, Pune/Kolkata, India

May 2012 – August 2015

Client: Vodafone Qatar

Sector: Telecom

Vodafone Qatar is the major telecom giant in Qatar, with a customer base of more than 12+ Lacs postpaid customer, more than 30+ Lacs prepaid customers and VIP segment customers. Vodafone provides gsm, data, voip services to the customers.

Role: Software Engineer

Team Size: 8 members

Project Contribution:

- Worked as a billing specialist in telecom sector to facilitate the implementation of telecom billing solutions using Oracle BRM at Client Location Doha, Qatar.
- Delivered enhancements across billing, invoicing, collections, mediation and automation tools.
- Supported AMS operations, RCA analysis and production defect resolution.
- Worked in an IC in a team environment to complete all the development activities according to the timeline.
- Involved in mentoring and guiding the NCGs.
- Worked closely with the Application Managed service team for deployment and maintenance activities and resolved critical production bugs.

INNOVATION & AI INITIATIVES (SELF DRIVEN)

- **Designed and built an AI-powered Static Code Analysis Platform** capable of identifying architectural issues, maintainability risks and complex anti-patterns across large enterprise codebases. The system integrates LLM reasoning to provide human-readable explanations, refactoring guidance and engineering insights significantly improving developer productivity and code quality governance.
- **Developed an AI Execution Layer for Browser-Based Automation**, enabling any web application (including internal tools) to perform intelligent on-page analysis using GPT models. This includes extracting visual insights, interpreting UI elements, summarising contextual information and enabling AI-driven decision assistance directly within the browser without modifying backend systems.
- **Built multiple AI-assisted engineering productivity tools** such as log summarizers, automated test case generators, requirement-to-design converters and on-page AI helpers to accelerate engineering workflows and reduce manual overhead.
- **Prototyped Retrieval-Augmented Generation (RAG) workflows** using embedding-driven search to enable intelligent documentation lookup, context-aware code understanding and faster decision-making in engineering workflows forming the foundation for knowledge-aware AI systems.
- **Experimented with multi-step AI Agent workflows** to automate repetitive engineering tasks such as root-cause analysis, configuration impact assessment, architectural pattern detection and documentation generation enabling semi-autonomous engineering support tools.
- **Actively researching and prototyping advanced AI integrations** such as embedding-driven search, intelligent documentation generation and LLM-powered architectural analysis for enterprise-scale systems.
- **Conceptualized next-gen AI-enabled enterprise modules**, where BRM + Pricing + Mediation systems leverage LLMs for intelligent recommendations, impact analysis and policy-driven decision automation.

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