Arjun Singh

Assistant Manager – Credit Control | Revenue Assurance | Billing | Telecom Automation

- Pune, India
- +91-8149090364
- arjun.singh.tata@gmail.com
- arjun-singh-resume.github.io

Core Competencies

- **Credit Control Management:** End-to-end oversight of dunning, disconnection, restoration, SR management and bounce case resolution.
- **Risk Mitigation & Fraud Control AVCV:** Proficient in Address Verification (AV), Credit Verification (CV), and fraud detection workflows.
- **Revenue Assurance & Billing Integrity:** Expertise in billing reconciliation, waiver management, and leak prevention across the OSS/BSS lifecycle.
- **Process Automation & Tool Development:** Skilled in developing in-house automation tools using MS Access, VBA, and SQL Server to enhance efficiency and SLA adherence.
- **CRM & Billing Platforms:** Hands-on experience with Geneva, SFDC (Salesforce), Tallyman, and Metasolv.
- **Governance & Reporting:** Adept at audit support, SLA reporting, Root Cause Analysis (RCA), and creating insightful MIS dashboards.
- **Exception Handling & Operational Support:** Proven ability to manage complex exceptions and ensure data integrity.

Career Objective

To leverage my telecom domain expertise and automation capabilities to drive operational excellence, enhance credit control processes, and contribute to data-driven decision-making in a dynamic enterprise environment.

Professional Summary

Results-driven Telecom Professional with over 15 years of experience specializing in Credit Control, Revenue Assurance, and Billing Operations. Expert in managing the end-to-end collections lifecycle—including dunning, disconnection, restoration, and fraud control—while leveraging deep OSS/BSS ecosystem knowledge to ensure revenue integrity from provisioning to billing. Proven ability to enhance operational efficiency and enforce SLA governance through the custom development of automation tools using MS Access, VBA, and SQL Server.

Professional Experience

Tata Teleservices Ltd — Pune
Aug 2015 — Sep 2025

Assistant Manager — Credit Control

- **Operational Management:** Executed and governed the critical Credit Control lifecycle—from dunning and disconnection to restoration—including resolving SR errors by raising E-process requests and coordinating with IT teams to synchronize services across network (OSS) and billing (BSS) systems.
- **Process Automation & Tool Development:** Spearheaded the development of multiple in-house automation tools (SRT, RCMS, De-Dupe, TBD Tracker) using MS Access, VBA, and SQL Server, resulting in significant improvements in efficiency and SLA adherence.
- **Process Improvement:** Streamlined the Service Request (SR) lifecycle by creating integrated tracking systems between Tallyman and custom MS Access dashboards, enhancing visibility and control.
- **Risk & Fraud Mitigation:** Played a key role in fraud detection workflows, supported Address Verification/Credit Verification (AV/CV) processes, and managed complex exception handling.
- **Cross-Functional Collaboration:** Partnered effectively with IT, Finance, and Network teams to identify and resolve issues, minimizing revenue leakage and ensuring end-to-end data integrity.

Tata Communications Ltd — Pune
Apr 2010 — Aug 2015

Customer Service Executive — Billing & Revenue Assurance

- **Revenue Assurance Controls:** Conducted daily Geneva-Metasolv reconciliations to identify and resolve provisioning-billing mismatches, preventing revenue leakage.
- **Billing Operations:** Managed billing exceptions, waiver approvals, and collection reconciliations to ensure accuracy and timeliness.
- **Reporting Automation:** Automated key MIS reports and dashboards using Excel and MS Access, reducing manual effort and enhancing data reliability for audit and compliance.
- **Invoice & Usage Validation:** Supported invoice validation and usage reconciliation processes, ensuring billed amounts matched actual service consumption.

Lobo Staffing Solutions (Tata Communications)
Oct 2008 — Apr 2010

Billing Executive — Revenue Assurance

- **Billing Validation:** Executed invoice validation and reconciled billed versus actual usage data to ensure billing accuracy.
- **Leakage Identification:** Proactively identified and escalated provisioning mismatches to technical teams, contributing to minimized revenue loss.

Technical Skills

Databases & Tools

MS Access (VBA, Queries, Macros)
SQL Server, MySQL
Google Apps Script

Analytics & Reporting

Excel (Pivot, Dashboards, Macros)
PowerPoint, QlikView, Viznet
MIS & Dashboard Development

Telecom Systems

Geneva, SFDC (Salesforce)
Tallyman, Metasolv
OSS/BSS Platforms

Automation & Development

In-house tool development for Credit Control
Revenue Assurance workflows
Process Automation Solutions

Selected Projects & Automation

De-Dupe & High-Risk Profiling Tool

- Engineered a rules-based application to evaluate existing customer eligibility for new services, reducing fraud and credit risk.
- Integrated real-time validation with billing systems, using a weighted checklist (6-month payment history, outstanding debt, FMS abuse, safe custody status) to generate a definitive eligibility scorecard (Green/Red signal).
- Automated CAF (Customer Application Form) detail tracking for team performance MIS and reporting.

Service Request Tracker (SRT) – Workflow Automation

- Built a comprehensive SR monitoring dashboard that provided real-time visibility into the service request lifecycle, SLA adherence, and root-cause trends.
- Automated SR allocation to available agency team members, ensuring priority errors were resolved within the defined 4-hour SLA.
- Included performance analytics for team workload management and workflow efficiency reporting.

Revenue Assurance & Billing Reconciliation Tool

- Developed an automated tool to reconcile provisioning data (Metasolv) with billing data (Geneva), identifying mismatches such as Provisioned-But-Not-Billed (PBNB) services.
- The solution reduced manual reconciliation effort by 70% and significantly improved billing accuracy across the OSS/BSS lifecycle.

Technical Skills & Self-Directed Projects

Full-Stack Development & Automation

- Proficient in MS Access (VBA), SQL Server, and Google Apps Script for workflow automation.
- Expanding skills in full-stack development with Python, JavaScript, and web technologies (PHP, HTML, CSS) for SaaS prototyping.

Project Portfolio

- Build and deploy end-to-end application prototypes, including multi-tenant SaaS platforms for business management (inventory, billing, finance).
- Develop AI-driven tools (Telegram bots, document processors) to solve real-world operational problems.