

Greg Gorkem BARUTCU

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PROFILE

A Solution Architect with over 8+ years of Global experience in Software Solution Architecture, IT & Telecommunication, Managed Services including Business Analysis, Intelligence & Business Solution Designs, Software Testing Quality with an agile, Solution and detail-oriented attitude.

KEY SKILLS	KEY TECHNICAL SKILLS
Creating & Innovating Entrepreneurial & Commercial thinking Persuading & Influencing Applying Expertise & technology Verbal and Written communication Delivering Results & Meeting Customer expectations Broad Technical Acumen Consultative Selling Ability Problem Solving Ability Cost-benefit analysis Forecasting and planning	High-Level Design HLD & Low level Design LLD Experience in Jira, Bigazi, Axure ITIL System Testing Supports (E2E) Experiences CRM-CBS and ERP solutions Advanced Excel modelling Experience in BSS/OSS,eCommerce (eShop), (eCare) Experience in Enterprise Solutions, B2B, B2C Business Requirements BR & Change Requests, CR Process Flows Design with EA/MS Visio Experiences in SDLC & STLC Experiences in Web services , API and Microservices

WORK EXPERIENCES

Solutions Architect

Star Catering/TFC Holding London UK

May 2019-Present (Contractor)

- Prepared HLD and LLD for Microsoft Dynamics Navision project from 2009 to 2018 version
- Worked very closely with Global Project Teams including IT architects, Operational Architects to ensure the solution is compatible and a long term fit for the company.
- Carried out application database upgrades, database backups, database restore, database performance, backup scripts, deployment of patches and maintained data files and transaction logs.
- Managed strategic 3rd party partnership (Microsoft Partner) supporting the solution, Ability to develop and maintain relationships with key external stakeholders at various business levels
- Strategic Digital Platform - introducing a new product concept for the market, me and my team responsible for integration architecture, financial reporting, call-centre systems integration and bringing the legacy and digital systems to same level of features
- Helping to design and revise back end systems to maintain logistic efficiency for the company with Ability to present technical concepts in clear manner to customers through demos, proposals & presentations
- Drive to continually expand knowledge in the areas of new technological developments and trend
- Reviewing SOW and SOC, preparing FRS with cooperating Presales SA
- Working closely with the development teams to ensure that the implementation is effective and faithful to the original design and of appropriate quality
- Derives solution design by working with system Engineers for delivery and operational teams
- Analysing business need and documentation of processes
- Good knowledge of networking fundamentals + Good knowledge of server hardware + Good knowledge of application developments using Agile, and DevOps good practices

Environment: Dynamics NAV 2009-2018, Microsoft SQL Server 2014, SSIS, SSRS, T-SQL Flat Files, Microsoft Azure

Projects: Enterprise Data Warehouse, Retail Multidimensional Cube, Inventory Multidimensional Cube, CRM-Purchase Multidimensional Cube, Power BI Reports, Domain-Driven Design (DDD), Hybrid Cloud, Architecture framework, Dynamics CRM products Solution Design, Enterprise Architecture, Management Consulting, Financial Services

Solutions Architect

Intellech UK LTD London UK

Jan 2018-May 2019 (Contractor)

- Provided the integration solution, implementation and support of a third party solution. This global solution was implemented in 27 countries and 287 stores. Environments were Business enabling

system application and Linux Suse Server 2012, and Oracle Server 11g (clustered) as database servers. Consulting to identify the most cost-effective solution

- Enhanced profitability through building new relationships with multi-national accounts by supporting customers with technical assistance, resulting in additional business transactions and Business Development Consultancy,
- Developing a new process design workflow to ensure on-time delivery of all solutions and within the budget leading to increase in monthly productivity by 23%
- Consolidating and analysed field data and drove improvements into the product
- Implementing Dynamic Infrastructures for SAP, focusing on pre-sale resulting in 4 first-cloud solutions for SAP IT environment Have hands-on experiences with Middleware products ESB, EAI, Micro Services
- Engineered solution to capture missing sales and achieved 90% success rate via reporting services, analysis services and ETL jobs

Environment: 4Sales ERP Product, SQL Server, Mobile Apps / backend design. Analytical Skills, Azure Cloud,

Projects: Enterprise Data Warehouse, Retail Multidimensional Cube, Inventory Multidimensional Cube, ERP-Purchase, Power BI Reports, Troubleshooting, Priority Management, Data Architecture, Web Technologies, Roadmaps, Enterprise Architect ,TOGAF

Solutions Architect

Movistar/Telefonica, Bogota Colombia

Sep 2017-Dec 2017

- Gathering customer requirements. Modifying these requirements into optimum solutions.
- Handling customer information requests, preparing solution documents, deployment architecture, LLD, HLD.
- Analysed & Designed mobile app over 50+ features, 60+ sequence diagrams including integration with SAP, CRM and ERP for Telefonica
- Huawei NGBSS & BES Products experiences with more than 5 modules CRM CBS etc Ensures the solution design meets the business objectives and aligns with the architectural blueprints and governance framework
- Working closely with the development teams to ensure that the implementation is effective and faithful to the original design and of appropriate quality
- Derives solution design for Fixed-mobile convergence (FMC)feature by working with system Engineers for delivery and operational teams
- Hands on Comarch and SAP Integration Experiences, Business Flow Design, ISD and Web Service design, Mobile/Web application designed
- Have hands-on experiences on technology standards & architecture frameworks as TAM, eTOM, SID, SOA (Restful & Soap), Micro Services Customer service oriented.
- RTM Management (preparation &management), End to End Solution, and Consultancy e2e (eCare, eShop, dealer)
- Remodelling customer requirements into optimum solutions. Strong Experiences in the design and development of BSS/OSS application solutions.
- Hands on strong and solid experience Following Domains: Customer Management, Order Management, Billing Management, Product/Service/Resource Management, Dealer Management in eTom Telco Structure

Environment: Huawei BES 2017, Oracle DB, SQL Server SAP C/4HANA, Comarch

Projects TLF Greta Project, Business Enabling System (BES) Project, Enterprise Data Warehouse, Retail, Inventory, CRM-Billing, Power BI Reports, Agile Environment, Micro services,, Solution Architecture, Information Systems, TCP IP, Web architecture

Solutions Architect

UzMobile, Tashkent Uzbekistan

Jun 2016-Aug 2017

- Engaged client to gather software requirements/business rules, and ensure alignment with development teams Translate stakeholder requirements into over 10 different tangible deliverables

such as functional specifications, user cases, user stories, workflow/process diagrams, data flow/data model diagrams.

- Responsible for API design/testing coverage, and Consultation for SOA (Restful & Soap), Micro Services application design.
- Trained, led and mentored a team of 10 Solution Architects and 26 Test Engineers resulting in an increase in customer satisfaction rating by 62%.
- Prepared 20+ Functional Specific Documents FRS over 1000 pages 7000MD
- Prepared 4+ Integration specification Document ISD over 400 pages
- Prepared 50+ Business Requests BRs and Change Requests CRs
- Provided Integration solutions between systems by using blueprint solutions
- ISD and Web Service design, Mobile/Web application design, API Design orientation and Consultancy e2e (eCare, eShop, dealer) Knowledge of XML/ XSL/ XSLT and JSON data format Prepared over 1000 pages design documents
- Remodelling customer requirements into optimum solutions. Strong Experiences in the design and development of BSS/OSS application solutions. Requirement Collection & Analysis with NGBSS Experience(Billing/Charging/CRM/Mediation/Provision)
- Hands-on experiences to synchronize CRM systems, migrate from legacy CRM systems, broadcast ERP data into Customer new Digital system
- Regularly attend C-level Meetings, Creating MOPs and take action if needs. Controls escalations on time
- Designed 4 eCare and eShop over 250 pages full aspect of integrations, UI and UX by using Axure for UZmobile increased sales and customer rating by 30%.

Environment: BSS CRM C20, Oracle 11g, PL-SQL Flat Files, CBS 5.5

Projects: UZmobile NGBSS Project, Solution Architecture, Customer Service, Technical Specs, Sales Process, Sharepoint, O365. IT delivery, Data-driven decisions based on trusted data, TOGAF, ITIL

Integration Solutions Architect

Turk Telekom, Istanbul Turkey

Jun 2015-Jun 2016

- Developed a new process design workflow to ensure on-time delivery of all solutions and within the budget leading to increase in monthly productivity by 24%.
- Designed ETL architecture and developed capacity-planning and trending-data warehousing solution at AVEA Turk Telekom
- Highest Solution Win rate among my peers and achieved "Right First Time" in all my technical and cost solutions.
- Providing overall Solutions E2E OCS/BSS areas with specific focus on Real Time Charging & Billing and CRM
- With extensive experience in consulting, solution leadership and solution delivery with in-depth technical experience in BSS solutions and overall IT Architecture of a telecom operator
- Designed Provision, Mediation, and Network elements
- Mediation and GFEP Integration solutions for Smart SMS feature
- Designed Offline and Online charging Control flows with real time scenarios
- Supporting integration verification between Ericson and Huawei network, Designing Integration layers between systems middleware in ESB & SDP layers using blueprint solutions
- Mediation files structure design, development and testing advice (flow control)
- Designed GFEP (WS Rcomm communications)
- Attended daily the DS reviewing meeting and Locating root cause of problems
- Preparation Integration specification document (ISD) and Web Services design & customization
- API Preparation Input and output handling, Input Parameters for the API need to be planned and defined appropriately
- UML, Low level Design LLD and High-Level Design HLD, Process Flows Design with EA and MS Visio.

Environment: CBS 5. Oracle 11g, PL-SQL

Projects: DCS/QM Integration Project, Post-Paid Subscribers Quota Management.

SW Test Lead Engineer | BSS Technical Service Engineer

Beeline/VimpelCom, Bishkek Kyrgyzstan

Aug 2013-Jun 2015

- Leading and managing testing cycles of product releases Over 24 Releases Have hands-on experience, Unit Test leader UTL & QA Lead at onsite

- Prepared Test Strategy, Test Plan, Test activities, STLC, (Agile, Waterfall, and Scrum) Project planning for testing activities, Performance Management. Experience in version management SVN, GitHub,
- Responsible for the Test case design, management and maintenance of Application platform and storage technologies. (including installation, troubleshooting, performance tuning, configuring, upgrading and Linux bash scripts)
- Analyse escalated issues bugs and categories them (Suggestion, Minor Major or Critical) and Solving OCS/BSS technical issues, working with GTAC, as R&D engineer as needed. DTS (Defect Tracking System), Defect management by JIRA, Bugzilla
- System Testing, IOT Testing, E2E testing, Verification of the product by executing test cases.
- Oracle DB maintenance (Backup/Recovery/Cleaning), optimization, Extracting, Transformation, Loading operations (ETL) and SQL Queries.
- API Testing by Automation tools (SOAP UI and TMSS) Functional Testing, Automated Testing and Usability Stress Test by using tools IBM WebSphere P.T.T
- To assist & support the call centre operation so that maintenance services are implemented to a high standard and within the SLA Troubleshooting and resolving customer product/network problems, using On-line data services wherever possible, and other resources

Environment: BSS CRM C20, Oracle 11g, PL-SQL IBM WebSphere P.T.T I2000, MVNO & MVNE

Projects: VIP Digital Transformation Business Support System Project 1C Accounting system analysing

SW Integration & Verification Engineer

Bravo/Saudi Telecom Company, Riyadh Saudi Arabia

Aug 2012-Aug 2013

- DevOps Environment Experienced with various CI/CD tools
- Troubleshooting and resolving customer product/network problems, using On-line data services wherever possible, and other resources wherever possible. Dial in to customer site to assist wherever appropriate
- Identified weaknesses in existing robustness strategies and drove improvements that eliminated random failures during high volume events.
- Application and DB server installation and managing on Linux
- Making the software requirements specification document (SRS) consistent.
- To interact with external and internal customers as required on defining and improving test case coverage. Giving support to requirements analysis phase.
- Verification of the product by executing test cases, Functional/Automated/Usability Testing
- Performance Test HP Load Runner and Deployment on Linux
- Onsite Support 24/7 and Defect management JIRA , Bugzilla

Environment: BSS CRM 3.0, Oracle 11g, PL-SQL

Projects: Bravo Project Digital Transformation Enterprise Data Warehouse, Retail Inventory, Customer Care, business intelligence, SaaS, IaaS

Software Engineer in Test

Huawei Technologies Co Ltd, Istanbul R&D Centre Turkey

Mar 2011-Aug 2012

- Responsible for the Designing and executing the most effective Test solutions in respect of Budget, Time, Quality and being in line with As-Is Architecture and To-be Design, Preparation TDD documents.
- Prepared 100+ User stories ,Prepared 500+ Manual & automated test cases
- Reviewed and developed over 10+ Documents, Request for Proposal (RFP), Request for Quotation (RFQ), and statement of work (SQW) for presales activities
- Evaluate risks related to requirements implementation, testing processes, project communications, And training saving the company on average \$5,000+.
- Responsible for API design/testing coverage, Consultation for SOA (Restful & Soap), Micro Services, by using ESB & EAI middleware products
- Ensures the Test solution meets the business objectives and aligns with the architectural blueprints and governance framework, working closely with customers, vendor and business stakeholders Provide a timely and proactive response to all enquiries forwarding to relevant colleagues as appropriate .
- Analyse client's business requirements and processes through document analysis, interviews, workshops, and workflow analysis. Working in tandem with software developers to ensure effective unit test coverage.

- Conduct 5+ levels of testing including functional, Non-Functional. Regression, user acceptance UAT, integration, performance and GUI to verify the client's needs are met.
- Guiding Test team Technical installations at Testbed/MS SQL Server/instance and Backing up DB Best Practices, Knowledge Transfer and how-know enhancements and well-structured Documentation. (SVN) (GitHub).
- Received corporate-wide Employee of the Global Quality Year Award (pool of 10000+ staff) and multiple Employee of the Month Awards (pool of 500 staff)

Environment: BSS CRM -BI, Oracle 11g, PL-SQL, Testbed , SIT, SDV Phase 1 to 4

Projects: MTN Project Digital Transformation Enterprise Data Warehouse, Retail, Inventory, CRM-Purchase Power BI Reports, Micro services, API management, Postman

EARLIER CAREER

IT Operations Specialist

IT Centre at Cyprus International University, Nicosia Cyprus

Oct 2008–Oct 2009 (Part time)

EDUCATION

Cyprus International University, 2008-2012

B.Sc. Electrical & Electronic Engineering (Full Scholarship)

(The degree was taught solely in English and CGPA 3.27/4.00 Graduated with Honors Degree)

AWARDS

1st and 2nd Future Star Medal Award | Huawei Technologies Co Ltd

Honorary award presented to employees with 'Excellent work 'and practice in corporate core value by voted Huawei employees

Global Quality Star Medal Award | Huawei Technologies Co Ltd

Award is given by Huawei HQ for Pursuit of high quality, good outputs and favorable comment from customer, downstream and upstream staff. Contributed to outstanding customer service,

Excellent Staff Award | Huawei Technologies Co Ltd

Achieved measurable outcomes that add value to the company Trained, inducted or coached new staff members and actively contributed on team projects, identified a problem and resolved it on time Awarded as Excellent Staff.

QUALIFICATIONS

Ongoing AWS Certified Solutions Architect

2018 SFC Certified Scrum Practitioner

2018 IBM Big data Foundation and Hadoop Certifications

2017 TMForum Certificate of Business Development Manager

2017 TMForum Certificate of Business Process Framework (eTOM)

2017 TMForum Certificate of Information Framework (SID)

2017 TMForum Certificate of Application Framework (TAM) & Certificate of Framework,

2016 Huawei Customer Relationship Management (CRM) Expert Level 3 Certification

2015 Huawei Linux OS Certification

2013 Bilge Adam academy Certification, Communications and Stakeholder management

2012 Huawei Cyber Security Test Pass Certification (For R&D staff)

2012 Huawei Cyber Security Test Pass Certification (For Service Engineer)