**SAPNA KUMARI**

Mobile: +91 8308800888

E-mail:sapna\_kumari130288@yahoo.com

**CAREER OBJECTIVE:**

Attain a challenging and dynamic position in a growth-oriented organization, where I can develop my capabilities and achieve self-actualization & contribute productivity to the organization, I work for.

**CAREER SUMMARY:**

* **8 years of Total Experience in IT.**
* 6.3 years of Experience on Amdocs Billing Product (Enabler).
* 1.5 years of Experience on IBM Revenue Generating Applications ( IDEA Cellular Ltd)
* Good understanding and knowledge of Telecom Domain and Amdocs Invoicing, Account Receivable, Bill Cycles, Bill Preparation Reject handling.
* Adequate knowledge of other system involved Invoicing, CM, OMS, TC, AR and CRM.
* Worked for different clients across the world which includes IDEA Cellular Ltd , AT&T , Sprint, BELL CANADA , Claro Chile and Telefonica VIVO Brazil.
* Ability to understand business needs and manage 24X7 shifts.
* Capability to manage Production and Non-production environment.
* Production-oriented with a sense of urgency and sensitive to production requirements..
* Experience in working in ambiguous situations, working under pressure, and flexible work hours.

**SYNOPSIS:**

|  |  |
| --- | --- |
| **Applications & Tools** | AMC, MobaXterm , OCB tool , SUAT , SQL Developer, HF Tool , Service Now, Jira, Citrix, Control–M, Exceed, CRM, CSM (ensemble) , TIVOLI , JCreator, Putty, Toad, Squirrel, WinScp, XShell, IBM Lotus Notes |
| **Programming Language** | Basic C++, Core JAVA |
| **Database** | Oracle, SQL, PL-SQL |
| **Script Language** | Shell Scripting, Python (basic knowledge) |
| **Operating System** | Windows, UNIX, Linux |
| **Networking Tools** | Netcool Omnibus, WebTop, Web Sphere |
| **Action Request Tool** | BMC Remedy, Amdocs Clarify, HP Service Management |

* Possess excellent interpersonal, communication, analytical and leadership skill with demonstrated abilities in customer relationship management
* Proficiency at grasping new technical concepts quickly & utilizing it in a productive manner.
* Believes in continuous learning and possesses an innovative approach.
* A quick learner with the ability to work under pressure and meet deadlines.
* Self-motivated with good Inter-personnel skills, Organized and dedicated with positive attitude.

**AWARDS & ACHIEVEMENTS:**

* Was felicitated as a milestone for Handoff Preparation & handling Issues in Production.
* Received appreciation for working as a backup in absence of GL.
* Received RNR multiple times for efficiently handling production during critical times.
* 1st Runner-ups in District level “Hockey Competition “and Inter School “Volleyball Competition.
* Participated in various Cultural & Sports activities.
* Actively participated in Social Service by Help Age India.

**WORK EXPRIENCE:**

**Current Organization**

#### Employer AMDOCS BUSINESS SERVICES INDIA PVT LTD

**Designation**  **Software Developer** Enabler Billing**.**

**Duration** From October 2021 to August 2023.

**Environment**  SQL, UNIX, PL SQL, Linux, Control-M, OCB, MobaXterm

**Project Description: Telefonica VIVO Brazil**

The Telefonica VIVO Account is largest communication company, providing consumers and business with solutions to all their communications needs and provide support to line of business Wireless, Broadband, TV , VOIP, Fixed Line.

The services VIVO provides to end users to help co-related with the LOB’s Call Center, Self Service, Dealers, Shop, USSD/IVR.

**Key Responsibilities:**

* Worked on Enabler – INVOICING, TC and AR application.
* Handling high incoming user incident backlogs and Bill cycle.
* Worked on the automations, RCA, and Pre-checks to control on incoming incident.
* Worked on the automations for smooth functioning of scripts and billing process.
* Coordinate releases and patches, working with the infra team in the development Centre.
* Worked on AR and Collections part of the client.
* Worked on Alerts handling from AR, TC and Billing.
* Triaging and working on internal customer and Client’s requests through Remedy (Defect Management Tool).
* Worked for generating QA reports, TAX reports (DTE ) for governments requirements
* Assisted in the development of new policies and procedures.
* Responsible for training of production support representatives.
* Working in a 12 x 7 shift module and providing coverage for all Main Bill Cycle issues.
* Lead Migration activities. Leading and coordinating version upgrades, deployment, HF validations.
* Handling day to day activities, supporting production issues, Handling Billing-AR-usage rejects, handling job failures. Opening Defects.
* Responsible handling billing cycles, undo, confirmation for different line of business.
* Handling and managing Bills of the customers. Resolving customer tickets.
* Handling multiple SLA cases raised by clients and solving those in the given timelines.
* Training team members with new BAU activities.
* Making shell scripts and SQL queries that will suit the requirement.
* Supporting testers and OPS – T1 teams, QA teams for ensuring smooth production issues.

**Previous Organization 3**

#### Employer INFOSYS LTD

**Designation**  Senior Associate Consultant**.**

**Duration** from May 2021 to October 2021

**Technologies**  Telecom Domain Consultancy, Oracle SQL/PLSQL, UNIX/LINUX

**Applications & Tools** PLSQL developer, JIRA/Confluence, HP Service Management, WinSCP,

Putty

**Project Description: Proximus (Proximus Group)**

The Proximus Group (previously known as Belgacom Group) is a provider of digital services and communication on the Belgium and international and is the largest of Belgium's three mobile telecommunications companies. In Belgium, its main products and services are offered under the Proximus and Scarlet brands.

**Key Responsibilities:**

* Requirement Gathering/Analysis and Documentation.
* Impact Analysis, Solution designing.
* Effort estimation, Project management.
* Analyze efforts estimated and Schedule work considering Team capacity/Priority.
* Coordinate help team to overcome impediment in Analysis/Development.
* Handle daily calls with Client/Interface application team to provide support/solution.
* Unix/Linux Migration activities, Database upgrade activities and Project handling.
* Hands on experience on Oracle SQL/PLSQL
* Worked on scripting and JIRA module.
* Reviewing and managing code using collaboration platform [GitHub] .
* Worked on DevOps [GitLab]
* Investigated issues reported by the development and testing teams and provided relevant workaround/solutions as applicable and maintain the records in JIRA
* Build and Deployment of codes as a part of release management on real time
* Look over issues reported by Customer support and provide resolution.
* Worked on various applications development, enhancement, automations, support, and migrations along with real time monitoring of batch Jobs, Windows/Unix Jobs and services.

**Previous Organization 2**

#### Employer AMDOCS BUSINESS SERVICES INDIA PVT LTD

**Designation**  Scheduling Analyst – SSME (Senior Subject Matter Expert) in core Ensemble Billing**.**

**Duration** From April 2012 to September 2016.

**Environment**  Oracle SQL 10g, UNIX, Linux, Citrix, Control-M, Ensemble.

**PROJECT 1 :: BELL CANADA Account**

Bell is Canada's largest communication company, providing consumers and business with solutions to all their communications needs, including Bell Mobility wireless, high-speed Bell Internet, Bell Satellite TV and Bell Fibe TV, Bell Home Phone local and long distance, and Bell Business Markets IP-broadband and information and communications technology (ICT) services.

**Key Responsibilities:**

* Handling complete postpaid billing.
* Prepare & Monitor all Billing maps.
* Using UNIX commands & SQL query for checking count & status of bans to be processed.
* Complete Validation & transferring of paper & electronic invoices
* Handling Statistics for each & every cycle.
* Prepare Status mail for Quality team on daily basis.
* Prepare Handoff on daily basis.
* Handle daily Calls with counterparts.
* Prepare documentation for Regular checkups while executing critical Jobs/Scripts.
* Escalate to support team at exact given time.
* Raising cases for rejects & failures.
* Handling the system KPI/SLA.
* Investigating failures during the map execution.
* Troubleshooting rejects, mismatches, failures and perform other validation analysis for various scenarios.
* Doing Adhoc Testing on the system after Release/CR/Deployment.
* Checking the proper functioning of the system After Release.
* Hands on knowledge of Command on database designing (Referential integrity – Primary Key, Foreign key, Constraints etc.).
* Having database knowledge of using Oracle 10g, PL/SQL, Stored Procedures, Functions, Exception Handling, Constraints, Triggers, Index, Views and Inline views.
* Handling issues by using Java functions and classes.

**PROJECT 2 :: SPRINT Account**

**Responsibilities at Sprint Billing :**

* Handling billing in two different parts. Ensemble and Enabler.
* Modifying scripts in Java and also writing procedures to fix the job failures .
* Trouble-shooting the errors, dealing & fixing failures and rejects that comes up during the various processes. And solving by modifying scripts & through the existing shell scripts in UNIX and also by writing SQL statements in UNIX within the SLA.
* Investigating Priority1/Priority2 issues as requested by client (these are raised cases by the client through Clarify tickets/ Sub cases).
* Convening conference calls involving all the concerned teams to co ordinate the resolution for issues/failures that are SLA impacting.
* Handling Daily rerating-rating task. Monitoring the CDR (call details records coming from switch) processing and failure resolution. Monitoring and resolving production file system and table space issues.
* Monitoring MAF (Message acquisition and Formatting) and MPS (Message processing system)
* Understanding of Amdocs tools and applications like CONTROL-M architecture and system.
* Actively participated in Conversion, Build and Release activity which are considered to be the most important activities as they also have impact on the various billing and batch processes.
* Loading and managing all billing batch jobs in the production environment.
* Handling Wholesale Billing for Sprint.

**PROJECT 3 :: AT&T Account**

**Responsibilities at AT&T:**

* Preparing, Activating & Monitoring Nightly Batch cycles & escalating job failures / issues.
* Updating daily checklists / reports
* Bringing up onlines within SLA
* Monitoring Online daemons / environments using AMC / CSS Administrator
* Monitoring Graphic production folders
* Monitoring CPU / Disk usage of production / non-production servers using the UNIX Systems Performance Monitoring Website
* Performing nightly backup activities using VERITAS Netback up.
* CSS - Common Suit of Systems through which Online's made available to AT&T Users. It’s a Web based application.
* Legacy - Legacy is Non Hot Production system. Basically consist of maximum jobs from commission, Sales.
* Quality Center Administration (QC Administration) - Provide Access to Users. Importing Test Cases to QC.

1. **Previous Organization 1**

**Employer**  IBM India Pvt Ltd

**Designation**  Senior Technical Executive

**Duration** From January 2011 to March 2012

**Technologies**  UNIX (Shell Scripting), Oracle, SQL, Windows.

**Applications & Tools** Putty, Toad, WinSCP, IBM Lotus Notes, Net Cool Omnibus, V-TOPUP (Virtual Top-up),

BMC Remedy

**Key Responsibilities:**

* Providing Production Support to over 60+ Revenue Generating Applications of IDEA Cellular Ltd.
* Handling tickets through REMEDY and providing the appropriate solutions to the issues.
* Responsible for continuous monitoring Net Cool Omnibus, L1 Networking and testing of data flow on live database server.
* Monitoring SMS traffic and all sever.
* Coordination with various teams like DBA, MIS, System Administrator etc to ensure a smooth running of application.
* Hands-on experience with various tools like WINSCP, TOAD, PUTTY, BMC Remedy and LOTUS etc.
* Generating and sending various SLA reports for the applications related with the Revenues, Feedback of customers, Incoming Recharge request etc. on a daily basis.
* Handling major activities like series MIGRATION Activity, LOAD BALANCING Activity
* Automated scripts in UNIX through Shell Scripting.
* Handling Client Escalation on Call and through mailing.

**ACADEMICS CHRONICLE:**

Excellen

|  |  |  |  |
| --- | --- | --- | --- |
| **Degree** | **School/College** | **Board/University/**  **Year of Passing** | **%age Obtained** |
|  |  |  |  |
| BCA | R.D.V.V (M.P) | RDVV/2010 | 72.82% |
|  |  |  |  |
| H. S. C | Army School | CBSE/2007 | 61.20% |
| S. S. C | Army School | CBSE/2005 | 70.00% |

**PERSONAL DETAILS:**

|  |  |
| --- | --- |
| **Date of Birth** | 13/02/1988 |
| **E-mail** | sapna\_kumari130288@yahoo.com |
| **Vissa** | Canada (Business Vissa) |
| **Languages Proficiency** | English, Hindi , Punjabi , Marathi |
| **Nationality** | Indian |
| **Current Location** | PUNE Maharashtra |
| **HOBBIES AND INTERESTS** | Dancing, Listening Music, Driving, Cooking, Travelling |

**DECLARATION:**

I, hereby declare that above information is true to the best of my knowledge and belief.

**SAPNA KUMARI**