

Balogun Justus

Provisioning Engineer/ Billing Administrator - MTN COMMUNICATION NIG. LIMITED

Lagos, GU

-Email me on Indeed: <http://www.indeed.com/r/Balogun-Justus/a488fb664998c502>

A software engineer with vast experience in solutions development and second level application support for OSS and BSS systems as: Single.View-Customer Management and Billing, Provident-Centralized Provisioning, DSA-Dynamic Sim Allocation and NumeriTrack-Number management. Also versatile in task automation with report generations using shell scripts and pl/sql program.

Willing to relocate: Anywhere

Sponsorship required to work in the US

Work Experience

Provisioning Engineer/ Billing Administrator

MTN COMMUNICATION NIG. LIMITED

2009 to Present

Schedule creation, Tariff and rate configurations, Monitoring and optimizing the Singl.eView Customer management and billing application based on business need and to avert performance degradation

- * Configuration changes, Product upgrades and patches release deployment in-line with Change Management Process on the Billing/Provisioning and Customer management systems.
- * Appraisal of deployed changes on the Billing/Provisioning and Customer management systems and providing response on impact on services based on request
- * Ensuring different customer services on the Billing/Provisioning and Customer management application works optimally by proactive system monitoring and exception handling
- * Handling Support for customer care facing staff in resolving customer issues on Products(GSM, Wire line and Data), VAS and Services based on agreed SLA and Incident Management process
- * Working on Projects that includes business requirement gathering and liaising and raising request with the offshore development team with the system requirement.
- * Development of solutions using Shell scripts/PL SQL programs for Task automation of routine system tasks and process reconciliations with automated email and sms status reports for smooth operations support, better customer experience and time/cost Savings.
- * Team Management, optimization of processes and procedures of Resource Management applications and compliance to business rules of the systems
- * Fulfillment of business requests and management reports via usage of sql queries and web services to process the requests
- * Application Systems support, patch installation, RSYNC implementation, upgrade and administration/troubleshooting on Unix Servers for smooth processing of order from requesting upstream systems.
- * Coordinating with Product developments, Project and UAT teams on delivery of quality products and projects to the business
- * Detailed problems analysis and timely resolution of escalated incidents/requests in line with SLA/OLA

PROJECTS/ACHIEVMENTS AT MTN NIGERIA

Active participant in planning and implementation major release and upgrades of the Singl.eView customer management and billing platform

Automation of daily routine tasks of system monitoring with automated email and sms status alerts, transactions reconciliation and system housekeeping to reduce mean time to recover of system issues.

Active participant in programming of Executive dashboard implementation for near real-time transactions and applications status monitoring to support management tactical objectives.

Pioneering team to win CIO departmental award for enhanced customer experience via automated solutions for business requests and transactions fallouts reconciliations.

Support for convergence solution of migration of 1million postpaid subscribers from disparate legacy systems to a centralized Customer Management, Billing and Charging platform.

Principal participant in migration and Integration of MTNN's 82 million subscriber base with 300million SIMs/IMSIs equipment into Agility Equipment Management system.

Support for Oracle Service Bus integration for webservice communication protocol between upstream and downstream applications.

Intelligent Network/VAS/Billing Administrator

MTS FIRST WIRELESS

2008 to 2009

Development of new network services and applications on the prepaid charging system

- * Liaising with the business on VAS services and product development and deployments
- * Generation of customized invoices and reconciliation, CDR and statistical reports from the Oracle billing database using SQL
- * Processing of Prepaid CDR from SCP, Postpaid CDR from MSC and loading into oracle database for usage by the billing application using PL/SQL and Shell scripts
- * Query of the SCP and SMP nodes using UNIX and SQL to provide required data and reports, as well maintaining database backing up and recovery policy via daily backup to tapes on these nodes.
- * Support of network monitoring and performance tools and in-depth knowledge of network elements
- * Installation of the oracle server and application tools
- * Maintaining database integrity, security, tuning and performance monitoring
- * Solaris administration (resource utilization, file systems, scheduling jobs (crontab), backup and restore, and volume management).

Database administrator

KESTREL CONSULTING

2005 to 2008

Installation of the oracle server and application tools

- * Creation of logical structures, managing physical storage structures and ensuring database availability
- * Managing storage space, users and database security
- * Monitoring database performance, backing up and database recovery after instance failure.

Education

MSc in Information Technology

London Metropolitan University - London

2016 to 2017

BA (Hons) in BUSINESS MANAGEMENT

UNIVERSITY OF SUNDERLAND - Sunderland

2015 to 2016

HND in MARKETING

THE FEDERAL POLYTECHNIC - Ado-Ekiti

1997 to 2003

IJAYE OJOKORO HIGH SCHOOL

1991 to 1996

ARMY CHILDREN SCHOOL - Lagos State

1985 to 1990

Skills

- Microsoft Office (7 years)
- Excel (7 years)
- PL/SQL programming (7 years)
- Shell Scripting programming (7 years)
- Python programming (2 years)
- HTML 5 (5 years)
- Oracle SQL (8 years)

Certifications and Licenses

Oracle Certified Expert

ITIL v3

BCS Business Analyst

Additional Information

Technical Proficiency

In-depth knowledge of the eTom framework and Telco 2.0. Excellent strength in Oracle Database 11g Administration, PL/SQL program, Windows, Linux and Oracle Solaris Unix Operating Systems, PHP, XML, MySQL, Python, SOAP, RSYNC, Data Backup and Restore and Project Management.

Special Skills

- Detailed Problems Analysis and resolution skills using established frameworks and processes
- Oracle 11G Database administration with excellent SQL/PLSql skills
- Excellent Unix Shell and Python scripting and administration skills
- Excellent written and well polished oral communication skills with high integrity
- Ability to work optimally under minimal supervision