**Gaurav Pradhan**  
**SAP CM CONSULTANT**

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**SUMMARY**

Techno-Functional SAP CM Consultant with 9+ years of experience in SAP CM (Digital Route) | BRIM. Seeking onsite abroad opportunities to take on a challenging role with a leading solution provider, contributing to organizational growth while enhancing personal skills. Currently working with **Verso Altima India Private Limited, Mumbai** as a **Mediation Zone Architect**.

As an SAP CM consultant, I have participated in 3 SAP BRIM greenfield implementation projects. Skilled in client-facing roles, conducting workshops, requirements gathering, CM solution design, and hands-on CM application development and coding.

**SKILLS**

* Strong knowledge of integrating CM applications with other BRIM components & external applications.
* Mediation Zone (CM) development & execution, sprint planning, testing, and support management.
* Proficient in SQL query building, scripting, and solution designing.
* Work assessment, time management, and team coordination.

**ORGANIZATIONAL SCAN**

| **Year** | **Organization** | **Role/Responsibility** |
| --- | --- | --- |
| Apr 2023 – Present | Verso Altima India Pvt Ltd | Convergent Mediation Architect |
| Mar 2022 – Apr 2023 | PwC India | Senior Associate |
| Jun 2016 – Mar 2022 | Zenith System Solution | Senior Software Engineer |

**EXPERIENCE – HIGHLIGHTED PROJECTS**

**Mediation Zone (Digital Route) Developer – Batch Mediation**

Zenith System Solution  
**Project**: VoLTE telecom billing application (non-BRIM) for processing large volumes of call detail records before billing.  
**Role**: Mediation Zone Developer/Architect  
**Responsibilities**:

* APL & UFDL coding as per functional designs.
* Development support for AT & RT testing.
* Data processing and validation during performance runs.
* SQL query building for audit, reporting, and revenue assurance validation.
* Go-live and operational support.

**Mediation Zone Developer – Real-Time Mediation**

Zenith System Solution  
**Project**: Logistics billing & auditing implementation for a government project. Integrated with SAP SD and multiple upstream systems.  
**Role**: Mediation Zone Developer  
**Responsibilities**:

* Integrated with external applications using REST & Kafka.
* Developed UFDL and API code.
* Supported performance tuning, EC sizing, distribution, and scheduling.
* Created JIRA stories and planned sprints.

**Mediation Zone Developer – Real-Time Mediation**

Zenith System Solution  
**Project**: Zenith Service Activation Platform – real-time provisioning requests to network elements over multiple protocols.  
**Role**: Mediation Zone Developer  
**Responsibilities**:

* Designed and documented Mediation Zone backend system.
* Developed workflows integrating with downstream network elements (AAA, UPCC, INN, etc.).
* Built scenarios for testing, performance tuning, and documentation.

**SAP Convergent Mediation Consultant**

Zenith System Solution – **Earthlink ISP BRIM Implementation** (B2C greenfield)  
**Role**: Design & Development  
**Responsibilities**:

* Participated in client workshops and requirements gathering.
* Prepared blueprints and CM solution designs.
* Integrated CM with Client Portal, SAP SOM, SAP CC, SAP CI.
* Implemented master data management, customer lifecycle, plan operations, provisioning, wallet recharge, payment posting, and reporting.

**Senior Associate**

PwC India – **Digital Advertisement Billing & Auditing BRIM Implementation** (B2B greenfield)  
**Role**: Development Lead & CM Product Lead/Owner  
**Responsibilities**:

* Developed workflows to collect high-volume data from Oracle & AWS S3.
* Implemented decoding, validation, enrichment, and notification features.
* Integrated CM with SAP SOM (RFC) & SAP CC (web service).

**SAP Convergent Mediation Zone Architect**

Verso Altima India Pvt Ltd – Contractor at Deloitte India – **Travel & Allowance, Reimbursement Management & Billing**  
**Role**: Assessment of 3rd Party Mediator Application  
**Responsibilities**:

* Analyzed legacy systems & workflows.
* Led sessions with vendor teams to assess capabilities and limits.
* Presented assessment reports with recommendations.

**SAP Convergent Mediation Zone Architect**

Verso Altima India Pvt Ltd – **ISP & Cable Broadcaster Billing (B2C)**  
**Role**: SAP CM Lead / Project Manager  
**Responsibilities**:

* Managed scope, budget, timelines, and team structure.
* Led workshops, requirements gathering, and blueprint documentation.
* Designed and implemented join queries for published reports using S/4 HANA tables.
* Acted as escalation point for new CRs.

**SAP Convergent Mediation Zone Architect**

Verso Altima India Pvt Ltd – Contractor at Deloitte India – **Purolator Logistics BRIM Billing**  
**Role**: CM Development, Operations Support & CR Delivery  
**Responsibilities**:

* Provided client-facing operational support.
* Designed CRs, supported UAT, implemented CM upgrades, and performed performance tuning.

**EDUCATION**

**Bachelor of Engineering – Electronics & Telecommunication**  
Mumbai University | Jun 2011 – May 2015