

# Krishna Gupta

## Solution Architect, IT Manager

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### SUMMARY

- More than 20 years of experience in IT/Telecom industry.
- Experience of implementation and designing of projects for multiple Telecom operators.
- Worked on all the phases of software development life cycle.
- Performed various roles in Delivery and from past 8 years, have been working as Solution Architect.
- Designed solution to cover full customer journeys & all order to cash processes.
- Experienced in Agile projects deliveries.
- AWS Solution Architect Associate SAA-C02 certified.

### KEY SKILLS

- Software Engineering
- Solution Architect
- Project Delivery
- Leadership, Storyteller
- Order Fulfillment process, service & resource mgmt.
- DevOps, CI/CD pipeline, Agile Methodology

### FUNCTIONAL SKILLS

- Prepare technical part of response to RFPs and RFIs.
- Drive the process of delivering high-quality design and architecture presentations and demonstrations.
- Customer journeys & all order to cash processes for cable products like Digital TV, Internet, VOIP products.
- Defining E2E solution architecture covering Online/BSS/OSS/Customer care area.
- Capture and analyze, Functional and non-functional (NFRs) business requirements.

### PROFESSIONAL QUALIFICATION

Completed **"MCA (Master of Computer Application)"** in 2001 from Rajiv Gandhi Technical University Bhopal (India).

### CARREER OBJECTIVE

I look forward to a stimulating workplace where respect between colleagues is earned and reciprocated. Where the work is interesting, varied, and challenging. Where the excellence is rewarded and valued. Where opportunities abound and where people initiative ideas intellect and imagination are encouraged and further developed.

### WORK EXPERIENCE

#### 1. Accenture (Client Liberty Global) - BSS/OSS Solution Architect

Responsible for the overall design of the application and mapping the business requirements to systems/technical requirements for Telecom Cable products (DTV, Internet, VOIP) in Web/BSS/OSS/Integration/Customer Care area.

##### Key responsibilities:

- Being point of call for all Architecture aspects of an IT Projects.
- Being able to integrate Business Processes, Functional, Non-Functional, Security & GDPR aspects of an IT Solution.
- Translate business requirements into functionality and assess business impacts.
- Ensure that proposed design also capture high-level Solution planning, costing & pricing.
- Ensure projects solution architecture is documented using the relevant templates.
- Document detailed impact per application and describe Provisioning flows, Use cases, Sequence diagram etc.
- Prepare & maintain RTM to ensure project and testing scope is defined & agreed with business.
- Coordinate with different departments (Business, Delivery, Technology, Vendors) to discuss & present proposed solution and establish approval process from stakeholders.
- Participate in stakeholder management activities including facilitation of design & review sessions.
- Identifying architecture alternatives and proposing cost effective future proof solution.
- Provide architecture and technology support and take a leading role in functional & technical discussions with initiatives owners & delivery teams.

#### 2. Accenture (Client Liberty Global) - BSS/OSS Delivery Manager

PE telecommunication company has a central IT providing support for CRM, Billing, OSS, and Middleware applications. A highly customized Amdocs product is used for BSS Order fulfilment. Vitria & Oracle fusion and microservice architecture is used for middleware. Worked in Complex Delivery Programs, in BSS/OSS development area. Worked in scaled agile as well as traditional waterfall model.

##### Key responsibilities:

- Project Plan creation, Release, Resource planning, Effort estimation, Go-Live, and warranty support and reporting.
- Review Functional Design & LLD documents.
- Providing technical help to the team for their B&UT activity
- Act as a central coordination point for various activities.
- Worked on Clarify upgrade project
- Mentor junior developers
- Worked on Clarify CRM upgrade activity from 10.1 to 13.1 Classic client.

#### 3. Accenture (Client Magenta Telecom) - BSS/OSS Solution Architect

Worked as Solution Architect for implementing IT solution for new Magenta ID4 DTV product. Responsible for writing HLD in Online/BSS/OSS/Customer care area in JIRA confluence based on the EPIC/Business requirements.

Ensuring good and efficient coordination with other domains architects to define the best solution.

#### 4. Accenture (Client Rakuten Telecom) – BSS Integration, Solution Architect

Responsible for the BSS integration design and mapping the business requirements to systems/technical requirements. BSS Integration solution covers Service Order Management (SOM), Provisioning GW, Converged Charging system (CCS) and Mediation including additional components (API GW, Data Bus, ES, SMDP+, Staging (for Mediation / SIM Inventory / OTA) and all related interfaces with 1u1 BSS systems, Core Network, OSS, Security platform, & 3rd Party systems in order to support provisioning of commercial services Fixed Wireless Access (FWA), 3rd party services (Mobile Payment, Rich Communication Service (RCS)) and Mobile Broadband services of 5G Network for 1&1 Drillisch.

## TECHNICAL SKILLS

- Design Tool - Enterprise Architect (EA), Microsoft Visio, Plant UML.
- CRM – Amdocs Clarify (expert), Siebel (novice), Pega (novice), Salesforce (novice), ServiceNow (novice)
- Languages: Clear Basic, C, C++, Visual Basic, Python, PL/SQL
- Middleware: Oracle Fusion, Vitria, Tuxedo 9.1
- Cloud Computing: AWS, Azure
- Industry Standard: TM Forum, eTOM, SOA, API Management
- Operating System: Windows, Linux, Unix
- Scripting: Unix shell scripting
- Other Tools: JIRA Confluence, Miro board, InVision, Microsoft-Project-Plan, Wireframe, Git & Github

## CERTIFICATIONS

- AWS Solution Architect Associate (SAA-C02)
- SAFe 5 & 6 Scrum Master
- SAFe 6 POPM
- Azure Foundation
- Prince2
- ITIL V3 Foundation

## DEMONSTRATED ABILITY

- Designed E2E IT Solution for Digital TV products.
- Managed program deliveries of team size 25 team-members (offshore + onshore) involved multiple workstreams, right from Architecture, Application delivery, integration management, project management and operations.
- Received ACE (Accenture Celebrating Excellence) Award in Accenture.
- Received PAT ON THE BACK Award
- Received Excellence Performer
- Team player, Adaptive and Flexible

## PERSONAL DETAILS

- Gender - Male
- Marital Status - Married
- Nationality - Dutch National

## 5. Accenture (Client Rakuten Telecom) - Ticket Management, Solution Architect

Conducted impact analysis across IT applications in Ticket Management area for all initiatives where architecture is involved.

Responsible for all types of architectural design documents (e.g., HLSA, HLD) and provide architecture support on Sprint grooming and user story creation.

Provide architecture support and take a leading role in technical discussions with initiatives owners & delivery teams.

## 6. Accenture (Client Deutsche Telecom) - API Architect, B2B segment

Worked as API Architect for SD-WAN product.

Prioritize SDx project APIs (based on the SDx Architecture). Identify Use Cases and capture attributes details for defined use cases. Align with other initiatives and identify GAPs in TMF APIs. Summarize requirements from various consumers/providers for APIs.

## 7. Tech Mahindra (Client Vodafone UK) - BSS, 2nd Line Support

I worked for Vodafone UK client as part of 2nd Line Support team in Tech Mahindra (formerly known as MBT)

Amdocs Clarify is the strategic CRM Desktop platform for Vodafone and serves as the main front-end tool for agents in all Vodafone call centres. The Clarify consists of the following Clarify modules: ClearCallCentre, ClearSupport and Clear Sales, which together form a central online system that used by call centre agents and salespeople in their daily tasks. In addition, clarify has interfaces to other systems (e.g., Gemini/Billing), which enable users to perform and track key common activities in a single system, resulting in better and more efficient customer service. Problem comes in the form of Remedy ticket so called token in Vodafone. I also worked with various shell scripts to automate daily tasks/process which were part of daily Sanity Check.

## 8. Tech Mahindra (Client BT UK) – Amdocs Clarify, Developer & Support

I worked for BT Client as part of AHCR (Repair) team in Tech Mahindra (MBT)

As programmer I worked on several development releases.

Resolution of Incidents within the agreed SLA and resolving all severity issues as per business requirement. Reduced the large number of faults when the project was initially taken over.

Provide 3rd line support for CRM/Clarify issue including handling faults raised by users and carrying out various proactive maintenance activities, to minimize fault levels.

## 9. SQL Start Ltd. (Client Maruti Udyog Ltd.) – Programmer

Maruti Udyog Limited, is an Indian automobile manufacturer. I worked for Bank Reconciliation System which is designed to enable speedy and error-free reconciliation of bankbook entries and the corresponding Bank Statement Entries. The System was designed to eliminate the paperwork involved in reconciliation of Bank entries, which remain pending after logical matching is done. Reconciliation involves matching of Bankbook records with Bank Statement records based on same cheque number, amount, and amount type. I also worked on Hospitalization Management System, in this system whenever, Employees of the Company admitted in Hospital then Employees takes advance money from Company for such cases and when release from hospital then claim to company for final settlements against all advances. By this System all these activities are now computerized, and System automatically makes Bank Vouchers for Bank and Employees. This System is useful for Finance and Doctor.

## 10. Net Creative System Pvt. Ltd. - Developer

The projects computerize the Joytish and generate the Kundli, General Prediction, Vimshotari-dasa, Astakvarga-table, Matchmaking, and Prasna-Vidya. In this project we can draw all 16-north style charts and save the user information as an Astro extension. This Software has Prsna Vidya Concept that is useful for Astrologer and Pandit through this we can predict to any native question like Carrier, Health etc. This Software have Matchmaking concept through we can calculate the guna of boys and girls. It also displays message if native is Manglik.