**RANJIT BHATTA**

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**PROFESSIONAL SUMMARY**

* 6 years of experience as Billing System Analyst/Business Analyst in Telecommunication Industry with strong knowledge of different phases of Software Development Life Cycle (SDLC) including Requirements Analysis, Design and Development as per Agile and Waterfall Methodologies.
* Extensive experience in gathering, managing, and documenting business and functional requirements, communicating effectively with upper management, developers and QA engineers.
* Excellent facilitation skills in conducting walkthroughs, surveys, questionnaires, interviews, brainstorming and JAD and JAR sessions. Walkthrough, Interviews, Surveys, Workshops sessions with IT Groups, stakeholders/clients/end-users.
* Strong experience in conducting UAT and documentation of test cases. Familiar in designing and developing test scenarios and test cases.
* Excellent working knowledge of various Amdocs tools/applications, processes and workflows in the Telecom industry.
* Extensive work experience with Input, Control, Output & Mechanism (ICOM)
* Involved in web Browser Compatibility testing such as IE, Fire Fox, Safari and Google Chrome.
* Proficient in using Agile Scrum methodologies, participated in sprint/standup sessions, produced user stories, analyzed the Iteration Burn Down charts and reviewed defects.
* Experienced in functional, integration and performance testing. Experienced in writing Test Plans and defining Test Cases.
* Experienced in manual testing and automated testing of client/server and web applications by using different methods of testing.
* Extensive experience in running various kinds of tests such as Regression, Functional, Performance, Backend, User Acceptance Tests (UAT) for Web (N-Tier) and Client/Server.

**TECHNICAL SKILLS**

* Business Modeling Tools UML CASE Tools, IBM Rose, MS Visio
* Processes Agile - Scrum, Waterfall
* Requirements Management SharePoint, Visio, Rational
* Databases MS Access, MS-SQL Server, ORACLE,
* Testing Tools HP ALM/Quality Center, JIRA, Soap UI WSDL, Rally
* Platforms Windows, Mac, Unix
* Methodologies Agile, Waterfall, Scrum
* Other Tools MS Project, Word, Excel, PowerPoint, SQL plus

MS Outlook

**PROFESSIONAL EXPERIENCES**

**Total Communications, Milford, CT**

**Sept 2016- May 2018**

**Billing System Analyst**

Total Communications offers Cisco & Mitel Business Phone Systems, IT support, carrier services, data networks, Internet services, contact center, and data. It provides advanced broadband services and solutions to business organizations and individuals including ICOM, Telephony, LTE testing, LAN/WAN Networking, Structured Cabling, Phone and TV in Digital Entertainment Programming. As a Billing System Analyst, I partnered with Information and technology teams to implement ICOM Integrated communications Operations Management System) which ensured that bills are processed accurately, mailed on time, customer invoices can be easily reviewed. I also participated in audits.

**Responsibilities:**

* Researched and identify billing anomalies and worked with internal teams to get it corrected.
* Gathered requirements from user stories, in a fast paced Agile Environment in a test driven development.
* Assisted with training new billing and account receivables specialist.
* Performance and prepare various ad hoc reports for multiple brands and analyzed performance.
* Ensured parity between the functional groups through simple dialogue during scrum meetings.
* Extensive use of Rally tool for ranking backlogs, estimating size, and grooming items for planning and scheduling.
* Managed and documented requirements from project inception through release.
* Extensively used Excel to create weekly, ad-hoc reports for consumer IT usage analysis.
* Analyzed all complex issues and prepare effective plans to resolve same with help of automated systems and evaluate all functional designs.
* Assisted various departments and develop efficient billing systems and procedures and provide technical support to department and operate all billing systems.
* Monitored all billing system servers efficiently and maintain knowledge on desk capacity at all times.
* Coordinated with various internal groups and resolve all current issues and documents all system enhancement requests and provide assistance to enterprise team to close all trouble ticket issues and recommend enhancements to processes and protocols.
* Administered all billing system and perform Quality Assurance tests on same and prepare reports to be submitted to manager and review all projects.
* Identifed and execute all billing solutions on systems and prepare analysis on same.
* Involved in documentation of ICOM Specifications.
* Gathered, analyzed, documented business and technical requirements from both formal and informal sessions, and validated the needs of the business stakeholders.
* Documented process information using visual diagrams in the form of business process models (using the Business Process Management Notation or the Flowchart Notation).
* Identified risks and opportunities associated with design decisions to ensure alignment with project goals and/or strategic business plans.
* Conducted Business Process Alignment Workshops with the agencies as a team and was able to identify Gaps, Process Differences, Process Changes and Enhancements.
* Performed Data mapping on the extracted data, logical data modeling, created class diagrams and ER diagrams, used SQL queries to filter data.
* Performed Functional, Negative, Positive, Integration, Regression, End to End and User Acceptance Testing.
* Served as a Peer review member to verify, validate and modify necessary changes made considering technical and business aspects in the deliverable documents and thereby uploading it on SharePoint.
* Consolidated individual Statistical Summary from the team deliverables, various reports, jobs, files and inventory documents to present it in weekly status meetings.
* Facilitated various brainstorming, requirement gathering sessions, and provided training
* Documented defects in JIRA General Access (JRA) and helped DIA team & developers to identify the performance issues and modules to be fixed.
* Experience working with TR 069, and data services such as IP, Frame Relay, Private Line, VOIP,NPLS, and TDM
* Incorporated various check points and Regular Expressions in Scripts where ever required using QTP.
* Experience with data services and Customer Premises Equipment (CPE) specially working with fixed mobile coverage
* Involved in Testing High-Definition Multimedia Interface video and audio applications, hot plug, Separate Video, non-digital video signal, composite video and red, blue and green color model
* Monitored the use of SIP (System Initiated Protocol) for integration of applications.

**CenturyLink, Monroe, Louisiana**

**May 2014– Aug 2016**

**Billing System Analyst**

CenturyLink, Inc., is an American multinational communications company headquartered in Monroe, Louisiana. The company operates as a local exchange carrier and Internet service provider in U.S. markets and is the third-largest telecommunications company in the United States in terms of lines served, behind AT&T and Verizon. It also provides long distance service. Century link use the Amdocs VoIP Billing System “Amdocs Ensemble” for billing these clients. The project involved customization and testing of Amdocs Ensemble. As a BA Analyst, I gathered requirement on different Billing modules of Ensemble like Billing, CSM and Price Plan.

## Responsibilities:

* Conducted user interviews and provided translation to development team; and performed user-acceptance testing.
* Created efficiencies in workflow process, document procedures, and ad-hoc accounting assignments.
* Business Requirements are analyzed according to system specifications to evolve a measurable plan for the complete group.
* Supported Middleware teams for Middleware integration.
* Heavily interacted with Business Users to get a better understanding of client business processes and gathered Business Requirements.
* Created Use cases, Use Case Diagram, Business flow diagram, Work and Navigation flow diagram using Unified modeling language (UML).
* Documented Java API Specifications.
* Conducted many informal sessions to develop an architectural solution that the application meets the business requirements, resolve open issues, and change requests.
* Worked with the business users to define business requirements and analyse the possible technical solutions.
* Created test plans and test cases as they relate to testing project requirements to ensure the overall quality of software delivered.
* Extensive experience with web services testing using Service Oriented Architecture tools SOAP UI.
* Good knowledge of Test-Driven Development, XP (extreme programming) and Agile Environment.
* Conducted integration testing and regression testing with developers in development and QA, also conducted user acceptance testing with UAT team. Safety reporting on system-based projects, acted as a liaison, writing documentation and increased project coordination.
* Handled regular deployment issues across Dev, Prod and Test environments. Regularly interacted with offshore and onshore development teams
* Developed test cases after analyzing the specifications document.
* Conducted Functionality and Regression testing during the various phases of the application.
* Involving in writing SQL queries and Database Checkpoints to verify data quality and calculations, reviews
* Developed and maintained relationships with clients on all on-going projects.
* Responsible for the completion of projects within specified time and budget dealing with financials, project workflow, change management and dealing with vendor relationships.
* Responsible for Functional & Regression testing, while supporting activities like conducting in-depth qualitative and quantitative analysis, test designing, test planning to making recommendations and discovering new approaches for application developments for future enhancements, and raising potential technical defects.

**COX Communications, Atlanta, GA**

**June 2012- April 2014**

**Billing Analyst/Business Analyst**

I was involved in the project to launch its new set of Telecom Service viz. Video on Demand, IPTV and VOIP services. I was responsible for Application Support of Order Management System and Billing Apps. I was responsible for Configuring, Troubleshooting and Production related environments. I was a liaison between business users and technical teams for Customer and Usage data into Billing, CRM applications, gathering Business requirements, and performing gap analysis for every release

**Responsibilities:**

* Worked with account managers and business users to gather requirements.
* Worked extensively in Agile/Scrum environment.
* Created the SRS document for portal user-interface and system interfaces for various web services with the functional requirements, user interface requirements, screen prototypes etc.
* Define business requirements for system upgrades and translate to functional requirements for IT design and development
* Created process flows for servicing and acquisition processes.
* Extensively used JIRA for requirements. Documented all the changes in the initial templates.
* Provided feedback on process enhancement for various products/processes.
* Managed the Requirements (Business as well as System requirements), performed requirements analysis along with the creation of Use Case Scenarios.
* Document requirements using standard process deliverables and use cases
* Coordinate design efforts with IT development, quality control, testing, and implementation teams
* Monitor all phases of SDLC to ensure successful implementation and communicate status to product management
* Perform gap and requirements analysis for clients requesting XML integrations. Identify updates to client applicant tracking system (ATS) to support the integration. Coordinate XML integration project, assist client with transaction tests, and support client during production implementation.
* Planned and assisted in the linking of QA Methodology workflows with tests conducted using HP Quality Center.
* Monitored the Defect Tracking Process and generated customized graphs and reports for the client using Jira
* Communicate product enhancement details to sales, marketing, finance, and customer support teams
* Coordinated with QA team during End to End testing for web services and validation of soap requests/response.
* Served as main contact for all project questions, issues, and concerns.
* Assisted with system and user testing by creating test plans and participating in testing.
* Documented all phases of requirements analysis, hardcover user guides, and online user guides
* Performed Functional Testing, Integration Test, and System Testing.
* Worked with Test Architects in the clarification/simplification of test case procedures and pass criteria due to ambiguous customer requirements.
* Captured and submitted mobile logs, using internal proprietary logging tools, when submitting defect reports.
* Involved in analyzing business requirements and writing Test Plans and Test Cases as per the specifications

**EDUCATION – MASTERS in Computer Science**