



# T-Mobile<sup>™</sup> New Customer Experience - UI

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# About Me

## Education

Blue Valley West High School – Overland Park, KS  
Freshmen at Carnegie Mellon University – Pittsburgh, PA  
Electrical and Computer Engineering

## Career Goal

Leader in AI/ML

## Interests/Hobbies

Traveling, playing basketball, programming, trying new cuisine

## Our Team

TFB Billing and Payments – Pramod Fernandez, Manjari  
Gollapudi, and Anusha Palla



# Project Overview

Improve UI messaging and error handling within the TFB Billing microservice

- Guidelines

- Lies within the **scope of my abilities** and create **meaningful** work for the business

- Deliverable

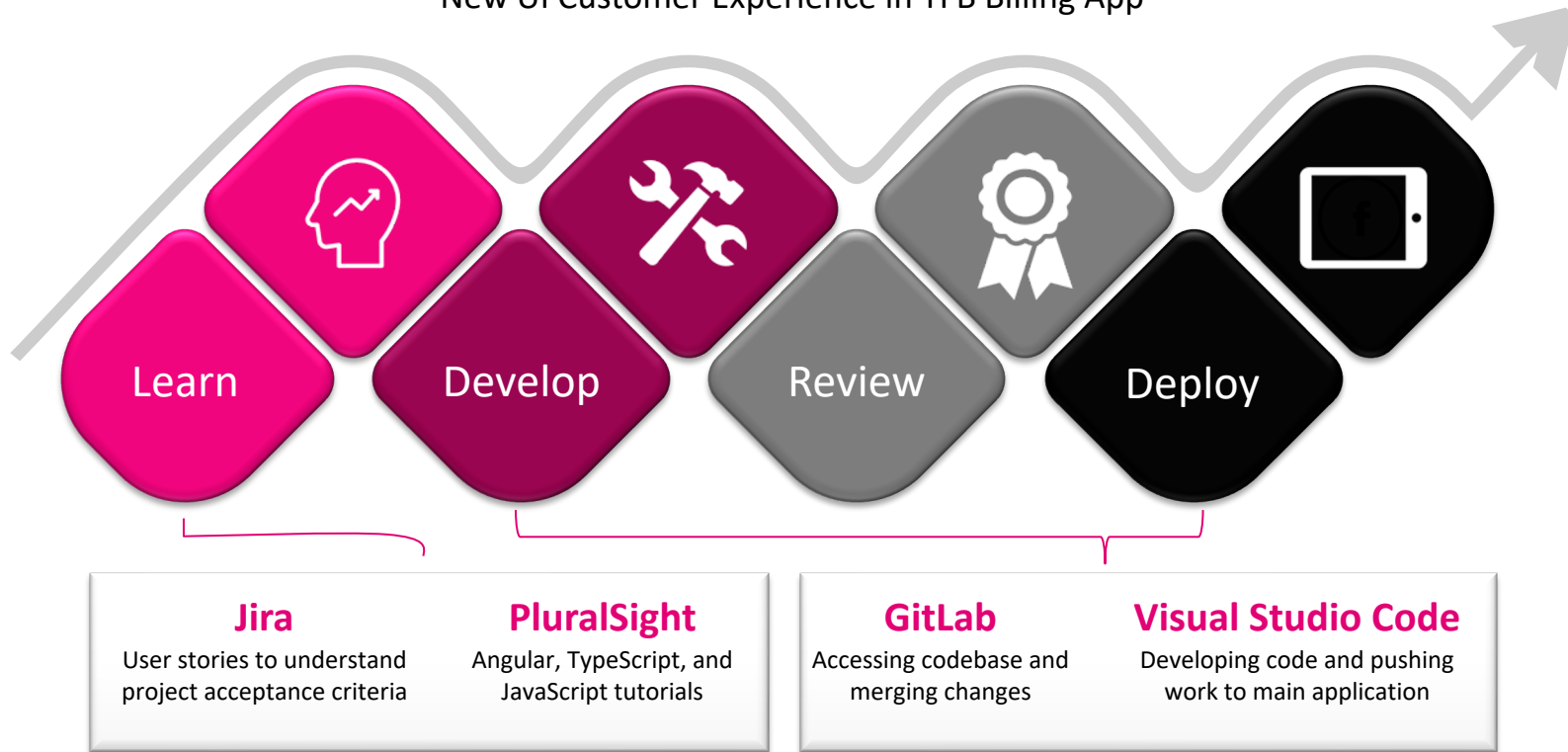
- Analyzing user story specifications (5)
  - Understanding application codebase
  - Acquiring Angular knowledge
  - Attending Scrum team ceremonies: daily stand-up, backlog refinement, and demos
  - Developing, reviewing, and deploying code

- Impact

- A customer with a new BAN, logging into Account Hub, sees a data loading error when accessing their statement/payment history which prompts a call into confusion and Customer Care
  - Enhance new customer experience

# Workflow and Tools

New UI Customer Experience in TFB Billing App

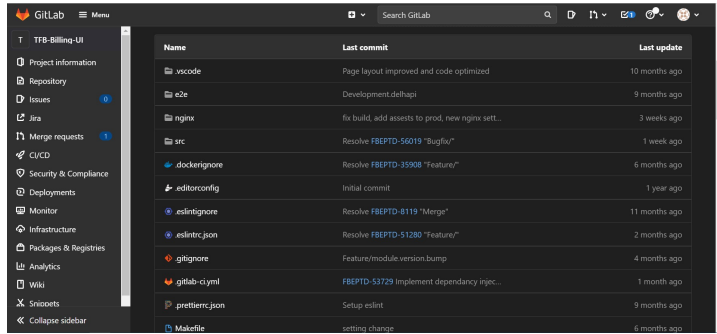




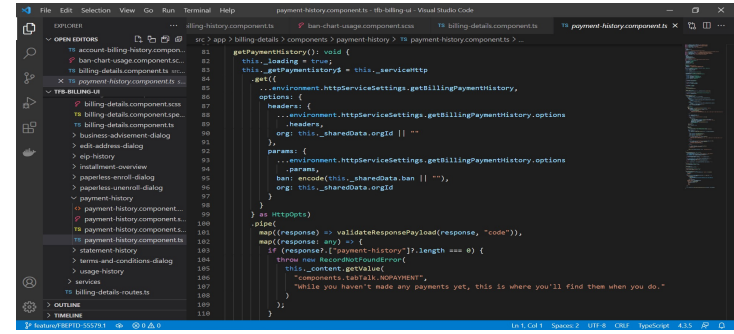
# Action

5

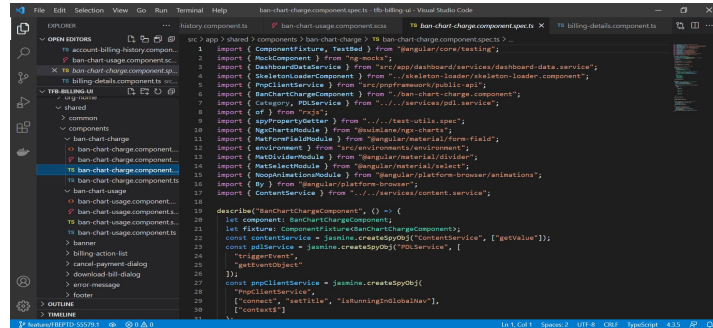
## 1) Analyzing existing codebase



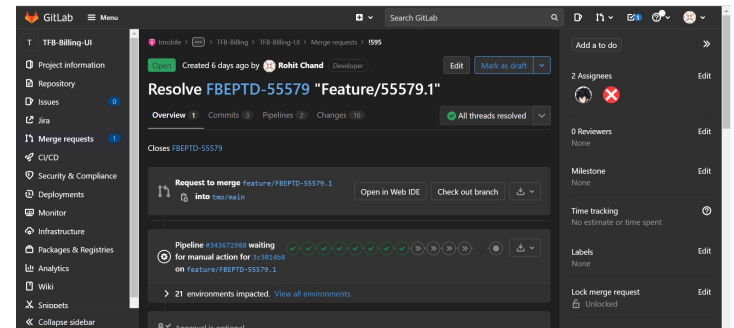
## 2) Developing changes



## 3) Modifying test cases

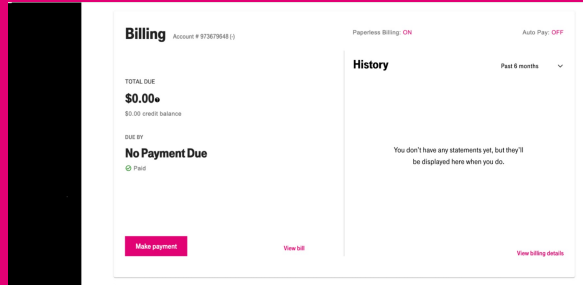


## 4) Creating merge requests

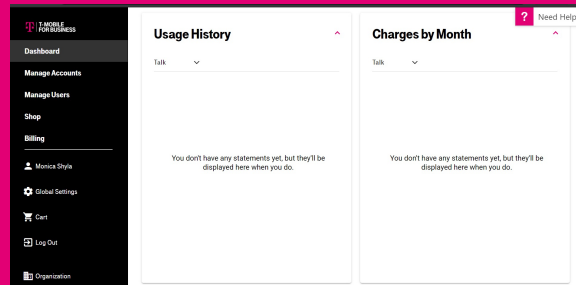


# Results

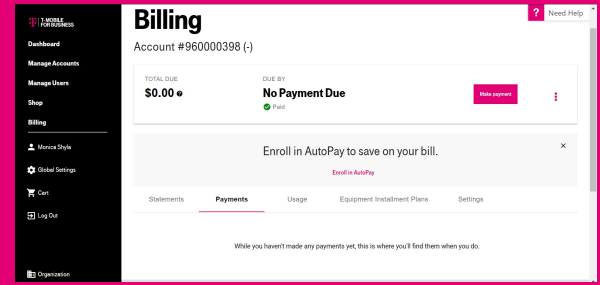
- When a TFB customer has a new BAN with T-Mobile, we now let them know they are in the right place for viewing their statement/payment history they just don't have payments processed yet
- 14 changed files with 256 lines of code created



Billing History Chart for single BAN dashboard for single BAN dashboard



Usage History and Charges by Month Chart for single BAN dashboard



Statements and payments tab for single BAN billing details

# Results (cont.)

- Learnings
- What would I do differently

Let's  
talk

T-Mobile™