**CURRICULUM VITAE**

**PERSONAL DATA**:

Pallav Mohanta

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**Current Location: Mumbai**

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DOB: 31st December 1980.

**OBJECTIVE**:

To seek challenging opportunities and explore my capabilities using my knowledge and experience. I am fast learner, self-motivated, team player, individual contributor and have strong problem solving skills. Strengths: Patience, Sincere & Hard working, Determined & Soft spoken.

**Worked in following domains:**

* Healthcare
* Banking
* Telecom
* Telecom Expense Management (TEM)

**JOB EXPERIENCE**: Overall Job experience of 8 years 3 months.

* Worked with Fidelity Information Services (Formerly known as EFUNDS & EFD), as an Associate for O2 Telecommunications - UK (Business Analyst Team/Expense Management) from Oct 2005 - May 2008 (2 years 5 Months).
* Worked with Primus Telecommunications on the payroll of Mynd Solutions from May 2008 till March 2009 as **Telecom Analyst (10 Months).**
* Currently on Anthelio Business Technologies payroll - from March 2009 till date as **Sr Business Analyst (Grade B1 - Assistant Manager) with Research and Development team** (5 years 2 month) –
* For Anthelio Business Technologies (Telecom Expense Management/Telecom Research –Wireline & Wireless - (MPLS/Ethernet/DSL/Port/BN etc.).
* Anthelio Healthcare Solutions (formerly known as PHNS healthcare) for healthcare projects.

**Currently, Client Advocate for few customers (EMEA/NAR/APAC regions) within the organisation, looking after their daily delivery activities. (Healthcare/TEM activities)**

**CURRENT PROFILE:-**

Currently working with **Anthelio Business Technologies** as an **Sr Business Analyst** for Research & Development Department from March 2009 till date.

My primary work is to provide Business Intelligence for Analytical & Strategic scopes / roadmaps / FSD / SRS.

The projects - Product Development/enhancement/support I have been involved are:

* **Patient Information Exchange (PIE)** - Healthcare project - involved in development/enhancement and integrated the Expense Management system.
* **Patient Pulse** - Healthcare project, involved in development/enhancement, integrating the product in the PIE and Expense Management system
* **OnCall** - Healthcare project - involved in development/enhancement, integrating the product in the PIE and Expense Management system.
* **Telecom Billing** - Telecom Billing Engines/Configuration/Mediation/Rating.
* **EDI Transaction** - Easylink/GIS/SAP/ X12/UN/EDIFACT/FA997/XML/ XML to X12, Flat file to X12/811/810/HL7– Telecom Expense Management Systems/Data mapping specification for development/testing team.
* **Data Analysis/Management/ Research Analysis** – Primarily Services - (MPLS/Ethernet/DSL/Port/BN etc.)/Products/Bids/ Current rates/ Best of Class Rates/Data Collection for invoice processing. Performing Optimisation activities users – such as providing savings reports/dashboard for management. Includes services/feature/usage analysis.
* **Reporting -** SAP Business Objects –Healthcare & Expense Management reports.
* **E procurement** - Web Auctioning –Services Wireline & Wireless (MPLS/Ethernet/DSL/Port/BN etc.)/Bids/BOC.
* **RFP Management** - RFP progress, RFQ status/dashboards/Reports to management. (Healthcare/Telecom/TEM)
* **Banking** – Expense Management Systems (Wireline/Wireless/Payment Interfaces).
* **B2B/B2C interface/integration** **(Healthcare/Telecom/TEM**) – Payment AP files (Export and Reverse feeds) / Inventory /HR/Cost Center/ Cost codes/ GL codes interfaces development mapping specification.

* **Business Process Re-engineering/Business Process Modelling (Healthcare/Telecom/TEM)** **– T**ransition/Transformation process and documenting them.

**Research Activites and Responsibilities as Sr Business Analyst (Individual Contributor):**

* To deal with complex Internet, Wireline and Wireless data points and translate them into effective recommendations to main market leaders in Wireline, Wireless and Internet industry. Providing a summary of research data via interpretation of data in form of presentation.
* To be in contact with various vendors and some of the important and impactful industry players like the Gartner, for quantitative and quality research. Schedule meeting and be the client facing.
* Defining the process to ensure business continuity, quality and consistencies in research jobs.
* To be SPOC and perform client facing activities for the organisation .Presenting the organisation in certain meeting, presentations. Currently, Client Advocate for few customers (EMEA/NAR/APAC regions) within the organisation. Providing support for the daily delivery activities.
* To plan new roadmaps for the new research activities & projects.
* Need to understand the existing business systems/technology, perform gap analysis, mapping the client requirement and then applying the business knowledge to enhance systems/integrate systems.
* Need to gather the requirements, analysis, prepare - review SRS/RTM/FSD/Projects Plans/Storyboard/SSD.
* Need to perform Impact Analysis/providing estimation.
* Need to sign off on all the Project related documents as an SME (part of process).
* Provide a Demo (products/application/features/proposed feature/capability) for to external customers as part of Sales/presales team and help them out in RFP/RFQ process.
* Review the requirement/development traceability matrix. Get sign off on all projects related documents.
* Need to develop the use cases/function points for the external/internal clients.
* Be the SPOC for project issues clarification and for scope preparation and change in the project plan.
* Need to pilot the preparation of the functional test cases and review functional test cases after QA is complete for that product/app/feature before being deployed at client’s side.
* Need to assure proper coordination between the IT organization and process owners of the Client.
* Need to work cross functional departments, be process oriented, give innovation ideas and held respective workshops, do work in required SLA/TAT.
* Provide application, product Demo to external and internal clients.
* For performing the above activities need to work with existing Business Analyst (BA's ) , Consultant's, Development Team/ Deployment Managers/Hosting and others - customer's organisation and get the requirement in line to map the existing system that is getting integrated or new development.
* Working in coordination with the development team support/hot fixes and proposed solutions.
* Plan product enhancement/new development/User GUI/Interface as per current system flow/architecture.
* Also need to understand the key business drivers of the clients and provide the optimisation solution with business continuity plan.
* Do the analysis of the rate table, contracts, auctioning data.
* Need to manage and help the marketing/sales/ pre sales team with the demo and RFP process, creating models/presentation for vendors and management.
* Need to perform the E - procurement process in which various vendor performance analytics and spend data/trending need to be made and presented i e the carrier performance charts. Also in this process various supplier needs to be benchmarked. Also providing the cost saving trend reports for various carriers as forecast.
* To be a SPOC for sales quote requests for the respective region.
* As a Business Analyst need to support service delivery & assurance issues with carriers provide hot fixes.
* Need to identify cost optimization and process improvement opportunities.
* Also for all the above activity need to create documentation and templates for process standardization and business continuity.
* Provide Training to new users and training to existing users on new applications.
* Develop the training modules of new applications.
* Need to make matrix for multiple task handling and prioritize them.

**Market for Telecom Research Activities:**

* NAR – Wireline/Wireless
* EMEA– Wireline/Wireless
* APAC– Wireline/Wireless

**Service Providers in contact for Research and development projects:**

AT&T / Orange / Bell/Verizon / BT / O2 / Ericsson / Alcatel-Lucent / Vodafone/Eagle Mobile / Andorra Telecom / T-Mobile / Intercall and others.

**Team Handling Experience as Sr Business Analyst:**

**As a Sr Business Analyst (Current)** - managing the following teams for the Service Delivery - Research & Development (for Managed/licensed Envoirment) – For Healthcare & Telecom/TEM:

Team consists **of Business Analyst/ Sr Business Analyst/Consultants/Technical Architect/Developers**.

* **Carrier Interface Planning Team** - This team is providing the EDI/UN/EDIFACT/XML/HL7/HL9 data mapping specification and analysis for adapters and interfaces to the Enterprise Integration Team and Supplier Integration Team. For EDI 811 they following the guidelines as specified in EDI implementation guide of respective providers. For other electronic invoices they are getting in contact with the Service providers for the technical specs to read the electronic source files.
* **Enterprise Integration Team** - This team is doing the development/enhancement for the Interfaces (B2B/B2C) with the help of the mapping specs provided by Carrier Interface Planning Team.
* **Supplier Integration Team** - This team reads the EDI/UN/EDIFACT/XML/HL7/HL9 data mapping specification and do development/enhancement to the respective interface/adapter. These interface/adapter are been used by the Operations within system and generating the AP payment files.
* **Expense Management Application Support Team** - This team works on bugs and hot fixes that are required in Expense Management system code. They do code analysis/logics that needs to be implemented in the system for new development/enhancement/support of our product-used by the customers (external or internal).

**As a Sr Business Analyst (Current)** - with Project Management Team: **The PMO team is involved in Healthcare/ Telecom / TEM projects and activities.**

* I need to work in co-ordination with the PMO team, at the time of implementation and when goes live then supporting in daily activities. Need to go in calls/conferences with them for support or new development activities that are related to TEM/Interfaces/Data Mapping/Development/Support activities.
* Work with the dedicated Client advocates for the daily support activities, like providing reports for their specific customers, invoice processing status, RFP progress etc.
* Providing Management dashboards to both of the above for the TEM related activities for monthly review meetings (MRM).
* Participating in weekly leadership meetings with PMO and providing updates on various projects as what I am involved into.
* To work with the Sales team - providing demos of the products to external interested RFP customers and taking up the proof of value jobs with development team and then showing to the external customers.
* Providing trainings/workshops for the product to external customers.

Other than these as a Manager, need to monitor my team members daily activities/issues. Also, doing the performance appraisals/ providing the quarterly or Biannual PLI's.

**PROJECTS – FULL IMPLEMENTATION/TRANSITION/MIGRATION (8 PROJECTS - Tenure – 7 years)**

* **Patient Pulse** (**Healthcare**)- Involved in the taking the requirements and making the business case and respective use cases. Developed the FSD and SRS. Providing hot fixes solutions and after deployment support. The Patient PULSE online portal is the most comprehensive set of online applications for the patient to access their health record real time and interact with their healthcare provider from the convenience of their home. The portal has delivered a meaningful experience to patients across the country and increased patient satisfaction for various healthcare organizations. The self-service applications including check-in, check-out, bill pay and way finding have reduced wait times by 80%, increased collections by 10% and reduced staff time by 60% on patient registrations.
* **Patient Information Exchange (PIE- Healthcare)** - Involved in the taking the requirements and making the business case and respective use cases. Developed the FSD and SRS. Providing hot fixes solutions and after deployment support. Patient Information Exchange (PIE) offers a platform for comprehensive interoperability. The needs of clinical, administrative and IT stakeholders are met via a single view of all patient care settings. Providers and other clinicians can share information across the entire healthcare enterprise and community physician practices. Information from various applications is presented in a discrete format facilitating a well-organized view of multiple data sources. We have the vision, agility and ability to address complex information interoperability, data access and data exchange. Anthelio has the deep domain expertise, knowledge and resources to facilitate implementation starting at initial engagement to delivery, and continuing through ongoing support.
* **OnCall** (**Healthcare**) - Involved in the taking the requirements and making the business case and respective use cases. Developed the FSD and SRS. The OnCall is a automated notification application. When user logins he will get every assistance without any external support to send notification to the respective party.
* **Telecom Billing Process**– Transition of Billing Process (Primus Telecommunication) -On this project I was appointed as Business analyst. The transition was for 116 FTE’s, optimised and provided the equivalent trainings to the respective Training team and FTE’s - in house staff.
* **Telecom Expense Management (EM) transition/migration from NAR/APAC counterparts** (**TEM**) – On this project I was selected to pilot the transition of Carrier Interface Planning & Enterprise Interface Planning team and appointed as Lead. The transition was for 120 FTE’s (US counterparts) /documented process flows and technical specifications and provided the equivalent trainings to respective Training team and FTE’s - in house staff.
* **Telecom E-Procurement – Web Auctioning Application** – Transition from NAR counterparts which were 3 FTE’s and providing the equivalent trainings to 2 FTE’s in the in house staff.
* **E-Procurement integration with EM** - RFP Management/ERP system/ Internal CRM product.
* **WFM integration** with Expense Management System.

**EDI DOMAIN PROFICIENCY**-**EDI/UN/EDIFACT/HL7:**

* Establishing EDI VAN's - FTP/SMTP/X400 Mailboxes/AS2/997/ Easylink/GIS platform
* Proficiency in EDI data - X12/UN/EDIFACT/FA997/XML/ XML to X12, Flat file to X12.

811/810/HL7

* Data mapping of the EDI data received by carrier in X12/UNEDIFACT/.csv/.xls/.mdb/.dbf/xml
* EDI Domains:
* Telecom
* Healthcare
* SCM
* Finance/Banking

**Tools used by me for Business Analysis/Data Analytics/Project management/Ticketing over here** –

* SAP Business Objects – Reporting
* SAP Infoburst reports- Reporting
* Jasper reports - Reporting
* Xcelcius - Reporting
* Microsoft Excel – Reporting
* UML Modelling
* Microsoft PowerPoint - Presentation
* Microsoft Visio – Project Management
* Quick base - Project Management
* Elementool - Ticketing
* Salesforce - Ticketing

**PREVIOUS JOB PROFILE:**

* Operations (Billing Before TEM) - Prechecks
* Revenue Assurance (RA) - CDR reconciliation/ LCR analysis
* Billing Domain – Bill cycle schedules/Bill run/Bill extract/pdf generation etc.
* Mediation – CDR reconciliation/ translation/ duplicity check etc.
* Rating – LCR analysis/ rate table updation/ monitoring management level rate tables.
* Carrier Billing Domain- Wholesale Bill cycle schedules/Bill run/Bill extract/pdf generation etc.

**EDUCATION AND OTHER QUALIFICATION**:

* Completed my Intermediate 10+2 from The Air Force School (TAFS), Subroto Park.
* Completed my graduation (B.A) from (Delhi. University)
* Advance Diploma in Computer Software Technology from ET&T (Govt. Enterprise).
* RCA certified by Macobie.

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