OBJECTIVE

Seeking a position to utilize my skills and abilities in the field that offers security and professional growth while being resourceful, informative, innovative and flexible

PRELUDE

* 11+ Years of experience in Information Technology & Telecom services including Comverse one and Interconnect Billing.
* Extensive experience with customer’s site product delivery.
* **Interacted with the team members and client in all phase of software development life cycle from requirement gathering to user acceptance testing, Go-live and production support.**
* **Experience in Configuration, support and testing for comverse one.**
* **Exposed to customer care and billing projects in different verticals such as mobile (Prepaid and Postpaid) and fixed line (Prepaid and Postpaid).**
* Good Experience in offer testing, Testing GUI, uploading/Troubleshooting inventories, Voucher generation and loading, IVR, USSD /Voice call /GPRS/ SMS testing, CC/CSM and CSS testing.
* **Good Experience in System integration testing, Application testing, parallel acceptance testing, component acceptance testing, and user acceptance testing.**
* **Expertise in designing and executing test cases based on business requirements and technical specifications and defect tracking.**
* **Strong customer connect and ability to interact with multiple teams and providing the quality of work.**
* **Experience in project management methodologies, budgeting, planning, negotiation and scheduling.**
* Extensive Knowledge in UNIX, PL/SQL and Oracle DB.
* Experience in roaming operation, coordination with different roaming partners.
* Strong influence in people care, mentoring, coaching and motivating employees.
* Delivering and implementing the project as per the scheduled milestones.

EDUCATION

B.Sc Computer Technology (Engineering Background) with FIRST Class from K.S.R College of Technology affiliated to Periyar University.

SKILL SETS

***Operating System :*** *Windows 9x, Windows XP, Windows 2003*, Solaris 9 OE

***Database :*** Oracle, MS SQL server

***Tools :*** Toad, Crystal Reports, TAP editor, CQ and JIRA

***Protocols :*** SS7, CAMEL, INAP

***Billing System :*** Comverse One and Intec (Interconnect Billing)

**PROFESSIONAL PROFILE**

***Employer*** Aricent Technologies India PVt Ltd

***Role*** Product specialist

***Date of Employment*** August 2010 to till date

***Employer*** Syniverse Technologies India PVt Ltd

***Role*** Senior Customer Support Administrator

***Date of Employment*** April 2010 to Aug 2010

***Employer*** Tech Mahindra Ltd, Mumbai

***Role*** Senior Technical Associate

***Date of Employment*** October 2009 to March 2010

***Employer*** Mach Teledata Systems Pvt Ltd, Bangalore **(www.mach.com)**

***Role*** Senior Customer Support Associate

***Date of Employment*** March 2007 to October 2009

***Employer*** Bureau Veritas consumer product services India Pvt Ltd, Bangalore

***Role*** Technical Executive

***Date of Employment*** October 2004 to March 2007

***Employer*** Intertek India Pvt Ltd, Tirupur.

***Role*** Customer Service Representative

***Date of Employment*** January 2002 to September 2004

**Aricent Technologies.**

**Project# 6**

**Client: United Telecommunication System (UTS- Curacao)**

**Role: Team Lead (Onsite)**

**Project Description:**

UTS has engaged Comverse in the delivery of Comverse One Billing and Active Customer Management solution to support fully converged postpaid and prepaid billing for wireline & Wireless services.

**Responsibilities:**

* Migration Project from RTBS to Comverse one (Wireline & Wireless)
* Lead 5 member’s of delivery team.
* Leading the test activity, test execution and defect tracking.
* Debugging the defects and finding the solution.
* Patch coordination from R&D, testing and deployment team.
* Testing involves verifying tested usage data, such as checks on rating, billing at DB level and check the invoice level such as all call details are appearing as per the expected, product details are appearing as expected and format of the invoice.
* Coordination with third party vendors for successful integration of Comverse one upgrades.
* Product test plan reviews internally with product testing team and externally with the customers interfaces.
* Regular communication with client related to product status, progress and handling issues.
* Daily defect management – Raising defects, analysis and tracking with development teams of all SR/PR’s.

**Project# 5**

**Client: Millicom (Guatemala, Honduras & El Slavdor)**

**Role: Operation & Support (Offshore)**

**Responsibilities:**

* Maintaining, coordinating and leading the team of 4 members and assigning the task to them.
* Monitoring all the three site networks SDP’s, SGU’s & SLU’s
* Generating every three hours report for all the 3 sites.
* Evaluate and Escalate issue as appropriate to next level in a timely manner.
* Prepared operational process document to handover to the customer.

**Project# 4**

**Client: HOT Mobile (MIRS- ISRAEL)**

**Project: Comverse One.**

**Role: Team Lead (Onsite)**

**Project Description:**

Hot Mobile has engaged Comverse in the delivery of Comverse One Billing and Active Customer Management solution to support fully converged postpaid and prepaid billing.

**Responsibilities:**

* Lead 7 member’s of delivery team.
* Complete in charge of Comverse One at Hot Mobile for phase 1B2 end to end product testing and UAT and delivery for CAR KIT and Split billing. (New Functionalities)
* Leading the test activity, test execution and defect tracking.
* Responsible for analyzing the change request and writing the test cases as per the business requirements.
* Responsible for creating and configuring the pricing component for Split Billing.
* Daily defect management – Raising defect and SR in JIRA.q
* Coordination with offshore team for the new release.
* Debugging the defects and finding the solution.

**Project# 3**

**Client: JT – Jersey Telecom (Phase 2)**

**Project: Comverse One.**

**Project Description:**

Jersey Telecom has engaged Comverse in the delivery of the Comverse® ONE™ Converged Billing and Active Customer Management platform pre-integrated with Aepona’s Telecom Application Gateway to support fully convergent post-paid and prepaid billing.

**Responsibilities:**

* Migration Project from IN – Comverse one and lead 5 member’s of delivery team.
* Responsible for analyzing the change request and writing the test cases as per the business requirements
* Pro active in handling the rating and billing projects and reporting the valid defects.
* Daily defect management – Raising defect and SR in CQ.
* Mentoring and guiding the product test team for functional testing.
* Documentation of issues and their resolutions for easy tracking in the future.

**Project# 2**

**Client: UCELL Uzbekistan (Coscom)**

**Role: Team Lead (Onsite)**

**Project Description:**

UCell has engaged Comverse in the delivery of Comverse One Billing and Active Customer Management solution to support fully converged postpaid and prepaid billing for the period from November 2011 to Nov 2012

**Responsibilities:**

* Migration project – RTBS to C1
* Complete in charge of Comverse One at Ucell for end to end product testing and UAT and delivery.
* Patch coordination from R&D, testing and deployment team.
* Product test plan reviews internally with product testing team and externally with the customers interfaces.
* Regular communication with client related to product status, progress and handling issues.
* Regular interaction with customers and understanding customer needs.
* Mentoring and guiding the product test team for functional testing.
* Coordination with third party vendors for successful integration of Comverse one upgrades.
* Documentation of issues and their resolutions for easy tracking in the future.
* Participated daily status meeting with managers and project relevant off shore teams.

**Project# 1**

**Client: Vodafone UK (Onsite)**

**Project: Consolidate Spend Analytics.**

**Project Description:**

Vodafone has identified the need to store all the Vodafone operation country / partner billing information of global customers in a central repository, in order to be able to use information subsequently in different application and to offer additional services to it global customers.

**Responsibilities:**

* Technical Design review for functional prospective.
* Detailed analysis of end to end business process functional design and business work flow mapping.
* Interacting with client for the technical discussions.
* Responsible for Unit Test cases and plan preparation.

**Syniverse Technologies (I) Pvt. Ltd. (**[**www.syniverse.com**](http://www.syniverse.com)**)**

About Company: Syniverse makes mobile work for more than 800 mobile operators, cable and internet providers and enterprises in over 160 countries. Syniverse enable global communications by creating reliable connections between people, products and providers. It has product like: Messaging, roaming, network database, Mobile portability and business intelligence solutions as well as portfolio of value added services.

**Responsibilities:**

* Worked on transition and migration project of Vodafone India (23 Circles).
* Understanding of mobile telephony and international roaming architecture, telecom business, future technologies and GSMA guidelines on new implementations.
* Processing of TAP (Transferred Account Procedure) and RAP (Returned Account Procedure) files received at MACH from clients or other DCH’s destined to their roaming partner operators
* Rejection of duplicate call records and all TADIG and IOT error within the TAP files, as per the provisions mentioned in GSM industry standards (BA. 08).
* Assisting 2nd level RAP dispute team for all issue related to RAP-IN’s and RAP-OUT’s.
* Building credible, value-based long term business relations with customers.
* Handling escalation issues related to clients and other clearing House.
* Worked on IREG which includes testing SIM cards for IR24, IR35 and IR32.
* Performed Telecom based TADIG Testing and Clearing the TAP / RAP file errors as per the GSM standards.
* Knowledge in negotiation skills and making a new strategy and prioritize to select the roaming partners for their new launches.
* Knowledge in operations and development activities of billing system.

**JOB PROFILE & RESPONSIBILITIES IN Tech Mahindra. Ltd. (Mumbai)**

* Responsible for Transition of Intec Interconnect 7.1 & FM
* Involved in the System Integration Test and User Acceptance Test.
* Responsible for tracking and monitoring progress of project office as well as coordinate delivery dates.
* Handles tasks like reviewing, maintaining and highlighting the changes in project plan.
* Primary responsibilities included, discussing weekly/ monthly performance with clients, bridging GAPs and giving weekly / monthly over view of the project performance.
* Generate, update and improve the project strategies and methodologies.
* Setting up the quality parameters for the process along with the process guidelines and SLA’s.
* Analyzing the client requirement and loading the data in the Interconnect Billing system 7.1.
* Responsible for planning and implementing innovative procedures related to the process in the department.
* Work closely with Meditation, Billing Team and Various down streams.
* Knowledge in operations and development activities of billing system.

**JOB PROFILE & RESPONSIBILITIES IN MACH (I) Pvt. Ltd. (**[**www.mach.com**](http://www.mach.com)**)**

* Worked in migration of roaming agreement into Link 2 One HUB.
* Performed and implemented test cases to perform quality testing for IOT tariff.
* Executing the test cases for BUG fix conduct the regression test for different modules in HUB Roaming.
* Maintaining and coordinating the team and assigning the task for them to execute and complete project.
* Implemented Link2One process in MACH trained by Telefonica, Spain.
* Implemented new tariff to process the TAP files in the Link 2 One System.
* Worked on IREG which includes testing SIM cards for IR24, IR35 and IR32.
* Performed Telecom based TADIG Testing.
* Clearing the TAP / RAP file errors as per the GSM standards.
* Generated new business through presentation of our products to Clients.

**JOB PROFILE & RESPONSIBILITIES IN BUREAU VERITAS**

* Configuring and Troubleshooting hardware drivers and devices.
* Managing monitoring and optimizing system performance, Reliability and Availability.
* Complete responsible for LAN and Broadband operations.
* Retrieving the data through SQL and processing of the data according business requirements.
* Generate monthly sales report and forward respective person.

**JOB PROFILE & RESPONSIBILITIES IN INTERTEK**

* Held various positions involving varied jobs like Coordination with clients, Liaising with Buyers, Buying houses & Suppliers, attending telephonic queries and Email interaction with client.
* Building the positive relationship between the client and lab for improving the business performance.

**PERSONAL DETAILS**

***Father’s Name*** Mr.Shanmugam.R

***Date of Birth*** 18/11/1980

***Languages Known*** Tamil, English, Hindi and Kannada.

***Passport No*** K2851680

***Address for Communication:*** B-103 H.S.R. Trinity, No. 2-7/401/305, Garvebhavpalya, Begur Hobli

Bangalore. Karnataka. Pin – 560068.