**SHYAMA PROSAD BARUA**

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Permanent Address: Shyama Prosad Barua, QTR No: GD-25/C 3rd Unit Colony, D.T.P.S, D.V.C, Durgapur-7,

Dist: Bardhamam, Pin: 713207, West Bengal.

Career Snapshot:

I have more than 9 year’s experience in Telecom Industry. Work area: Prepaid product configuration, Billing system, Data Analysis, Revenue leakage Analysis, Fraud Analysis etc.

Skill Set:

* Communication.
* Teamwork.
* Problem-solving.
* Hard work and dedication.
* Ability to work under pressure.
* Software knowledge: Advanced Excel & VBA Macro, MS-Access, SQL & PL/SQL, Shell scripting in Linux, SAP and Java.

Work Experience:

1. Presently working with Aircel Telecom Ltd in **Finance** (Revenue Assurance department) as a Senior Executive in Corporate office - Gurgaon from March’16.
2. Worked with Ericsson through consultant in **IN** department as an IN Engineer for Idea project ASM & NE circle in Kolkata from Dec’14 to March’16.
3. Worked with Nokia Solutions and Networks through consultant in **IN** department as an IN & VAS Engineer for Idea project Bihar & Jharkhand circle in Patna from Dec’08 to Dec’14.
4. Worked with Reliance Telecom Ltd in Sales & Marketing department as a **MIS Lead** from Oct’06 to Dec’08.
5. Worked with Excel Infocom Pvt Ltd as a **Faculty** from Sep’04 to Oct’06.

**Responsibilities in Aircel Telecom Ltd in Revenue Assurance for Prepaid product and Fault Management (Ericssion and Telcordia IN node):**

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* Identification areas of revenue leakages and betterment of processes, removal of rating and charging related issues and Adjustment of customer waivers and prevent fraud.
* Auditing customer Voice and SMS charging scenario as per plan through IN CDR’s in every fortnight for PAN India circles.
* Auditing customer Data (GPRS) charging scenario like (Single-session, Multi-session, APN and TGC wise charging etc) through IN CDR’s in every fortnight for PAN India circles.
* Auditing short code wise charging scenario through IN CDR’s in every fortnight for PAN India circles.
* Auditing customer Recharge CDR’s like (Normal, Segmented benefit and Loan benefit).
* Data collecting, analysing and assisting for internal auditing.
* Data collecting, analysing and assisting for TRAI Auditing.
* Data analysing for new Activation and churn.
* Data analysing for recharge trending.
* Data analysing for Service Class movement and Plan or PRP changes validation.
* Validating of new products configurations such as E-top matrix, Voucher matrix and recharge control table, Offline promotion table to ensure proper benefits are provided to subscriber and avoiding revenue loss.
* Validating all types of Campaign rules configuration and UAT scenario through Netxcell, Flytxt & ACM benefits.
* Validating SOMA Rules configuration for Retailer commission and Customer Benefit.
* Validating of all new prepaid product/plans, tariffs and ePCN before launch.
* Preparation of Revenue report, Activity report and Dashboard to Management such as prepaid airtime revenue report, VAS revenue report, Offline revenue, churn report, SMS revenue report etc.
* Validation/Monitoring of manual adjustment/waivers Credited to customers account from various sources CS/IN/UAT.
* Proficient with IN Terminology and Functions Ericssion (SDP, AIR, VS, NGVS, MINSAT, ECMS, IVR, HLR) Telcordia (CPL, Rater, SPACE Server, Table Dump).
* CDR/SDR based TAPIN reconciliation, DCH to Split/Reprice to IT.
* ICR Inroaming/Outroaming CDR/Usages based reconciliation for direct exchange file, via vender and CSV format with operator.
* Inroaming/Outroaming ICR invoice generation and settlement with operator.
* Validating CDR charging in TAP based on operator charging rates.
* PSR analysis & high usages analysis.
* Daily basis TAP files sending & receiving status checking from IT & Roamware.

**Responsibilities in Ericsson for Idea project ASM & NE circle** **Ericssion IN Node:**

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* Product (Vtopup, SIVR, USSD, Offline and Sanchya) configuration and modification into AIR, SDP and Vtopup.
* Product (Voice, SMS and GPRS) tariff configuration.
* Lavel and Short Code configuration for Home and Roam into SDP.
* Migration of subscriber profile, dealer code through MINSAT, AF and SDP.
* Serial voucher creation into VS server.
* Customers complain and resolution.
* Card Group configuration and updated for product into AIR and V-TOPUP.
* AIR configuration for product into Refill, Account Refill, Premium Refill, Value Refill and SMS notification.
* UCIP request for Vtopup to AIR.
* Loan product configuration.
* Daily preparing IN utilization Processor report.
* Balance updating (Credit and Debit) through Batch file and Unix shall scripting.
* DA and SO product benefit configuration.
* Data product configuration into CSM Dbill, AIR, SDP.
* Data plan updating through shall scripting and UCS /SAPC, CSM and MINSAT for customer complain and issue.
* Analysis for the errors in the Billing supplements (CDR, CRYSTEL).
* Offline product activity through shall scripting.
* IN and HLR data reconciliation through Unix, SQL.

**Responsibilities in Nokia Solutions and Networks for Idea project Bihar & Jharkhand circle Telcordia IN Node:**

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* Daily preparing IN utilization Processor report.
* Daily preparing GPRS data report through PL/SQL scripting.
* Balance updating (Credit and Debit) through unix shall scripting.
* Package / PRP updating (Voice, SMS, and DATA plan) through unix shall scripting.
* Data plan updating through shall scripting and UCS / CSM.
* Migration of subscriber profile, dealer code and PID through unix shall scripting.
* Prechurn & Churn through unix shall scripting.
* Card Group updated for product.
* Analysis recharges status (Paper, Flexi Recharge, USSD) as per tariff.
* Voucher serial number modification (Initial, Active and Block state) through oracle SQL.
* Analysis for the errors in the Billing supplements (CDR).
* Customer Complain restoration.
* IN and HLR data reconciliation through SQL.
* Create reports as per top management require through oracle SQL and unix shall script.
* Short Code creation, updatation and testing.

Extra Responsibilities of Network Analysis & Implementation:

* Daily preparing cell outage & AT reports and analysis with GNSC & NOC reports.
* Daily preparing new Integration, Radiating, Switch off, Lock sites, BBH Traffic, NBH Traffic & VLR/HLR etc reports.
* Preparing KPI reports (TCH Blocking, TCH Drop, SDCCH Blocking, SDCCH Drop, HOSR, ASR, HOSR & DL RX Quality) etc.
* Preparing daily, weekly and monthly Network Availability Report.
* Preparing of O & M (Operation & Maintenances) database.
* Accounting Diesel consumption billing & claim settlement.
* Preparing all category presentation for weekly review, monthly & Services review for management & corporate requirement.

**Responsibilities in Reliance Telecom Ltd:**

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* Planned, directed and controlled all MIS activities in order to meet the information requirements of HOD and management. Distributor Management.
* CAF (Customer Application Form) Management and VTM.
* Preparing MIS reports to provide feedback to top management on business operations, sales, billing and collection etc.
* Planning growth strategies & system implementation like drop analysis, Primary, Secondary & Tertiary, Churn & Grace analysis etc.
* Analysis report of FTD, MTD, YTD, LMTD.
* Preparing of ARPU and Analysis ROI.
* Targets Fixation (Distributor wise, Town wise & Executive wise).
* Distributer’s billing & claim settlement.
* Daily, weekly and monthly Sales figures analysis and Competition Analysis.
* Preparing all type presentation for weekly review, monthly review and quarter review and management requirement.
* Responsible for all types of billing such as Invoice, PR, PO, Service Entry & GRN in SAP Soft.

**Responsibilities in Excel Infocom Pvt Ltd:**

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* Teaching All Management Computer Student & study.
* Teaching Database Management software, Multimedia Software & Accounting Software.
* Graphic, Animation & Web Design and Developing software.
* Co-ordinate with Student Project Reports.

Certificate of Achievement:

* NSN Ethical Business Training 2010.
* MS India Backup and Restoration Process.

My Project:

* Web Design & Hosting : www.kitmdd.com & www.kitm.net.in
* Design Brochure, Study Materials & Advertisement: Dr. B.C. Roy Engineering College.

Computer Certificates:

Diploma in Software Engineering: From NIIT

Core Java :OOPS, Constructor, Method, Overloading, Nested classes, Inheritance,

Overriding, Interface, Abstract class, Thread, Exception handling, IO package,

GUI, Database Connectivity, Property, Soket programming, Garbage collector.

ORACLE 11gR2 : SQL, PL/SQL & DBA-I & II.

Microsoft.Net & MS SQL SERVER: VB.Net, ASP.Net, VC#.Net & MS-SQL Server 2000

Diploma in Financial Accounting: Dos, Windows ‘98’, Windows ‘XP’, Windows-7, Unix & Linux Ms-Word, Ms-Excel, Ms-PowerPoint, Ms-Access, Ms- FrontPage, Tally7.2, Fact, E.X Next Generation, Accord, Visual-FoxPro, Visual-Basic (Comfortable Ms-Office XP, Ms-Office 2003, 2007 & 2010).

Academic Qualification:

* Pursuing MCA from Sikkim Manipal University.
* B.Com from C.C.S. University in 2002.
* I.Com / H.S. from W.B.C.H.S.E in 1998.
* Matric / Madhyamik from W.B.B.S.E. in 1996.

Personal Profile:

Father Name : Late. Babulal Barua

Date of Birth : 27/12/1979

Nationality : Indian

Sex : Male

Marital Status : Married

Language : English, Bengali, Hindi

Preferred Location : Any were in India

Interests : Sports, Music, Traveling, Computer game,

This is certifying that information given above is accurate and correct to the best of my Knowledge.

Date:………………… (SHYAMA PROSAD BARUA)

Place: