**SHYAMA PROSAD BARUA**

E-mail: [barua.shyama@gmail.com](mailto:barua.shyama@gmail.com) Contact No: +91-8802299224, +91-7044058197

**Career Snapshot:**

Offering over 10 years of experience in Telecom Industry in Prepaid product configuration, Data Analysis, Billing system, Revenue Analysis, Fraud Analysis, Financial & Accounting.

Skill Set:

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

**Work Experience:**

1. Presently working with Reliance Jio Infocomm Ltd through consultant in **Finance** as Senior Executive in Kolkata since April’19.
2. Worked with Aircel Telecom Ltd in **Finance** as Senior Executive in Gurgaon Corporate office from March’16 to April’19.
3. Worked with Ericsson through consultant in **IN** department as IN Engineer in Kolkata for Idea project ASM & NE circle from Dec’14 to March’16.
4. Worked with Nokia Solutions and Networks through consultant in **IN** department in Patna as IN & VAS Engineer for Idea project Bihar & Jharkhand circle from Dec’08 to Dec’14.
5. Worked with Reliance Telecom Ltd in Sales & Marketing department as **MIS Lead** in Durgapur from Oct’06 to Dec’08.

**Responsibilities in Reliance Jio Infocomm Ltd in Finance** **& Accounting:**

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* Data Analysing for Business Finance.
* Data Analysing for O&M.
* **Responsibility of payment processing:**
  + Rental Activity:
    - Creation of Vendor Code, FR, RO, RECN and E-Payment mapping.
    - Withholding tax updation in vendor code.
    - Timely payment rent for both GST and Non-GST cases.
  + Electricity Billing Activity:
    - Creation and amendment of Consumer Master, Monitoring of Recurring bill status.
    - Ensuring timely payment of EB bills and Regular tracking of 1st bill pendency.
    - Processing of Load enhancement demand notes and 3rd party EB Bill validation in SAP.
    - Knocking off of EB advance.
  + Diesel Billing Activity:
    - Daily reconciliation between withdrawal vs booking and ensuring timely approval from all levels ie, from IL & Area FC&A lead.
    - Creation of proposals for diesel filling against DG Commisioning and booking of CPH penalty in SAP.
  + O&M, SP & Admin Billing Activity:
    - Tracking of JMS uploaded by vendor and follow up with user & vendor for timely approval of JMS and uploading invoice.
    - Timely approval of JMS (A2 & QSD level) in portal and validation of scroll.
    - Uploading monthly provision of O&M and SP vendors and booking of KPI penalty in SAP.
  + PO & PR Activity:
    - Ensuring timely closure of Open PO and releasing of PR.
  + Legal Billing Activity:
    - Booking of legal invoices of vendors relating to DDR, registration etc in SAP
    - Ensuring timely payment of legal vendor's invoices.
    - Booking of site registration expenses in SAP.
  + Warehouse and Offices Billing Activity:
    - Timely booking of Office and Warehouse rent in SAP.
    - Creating proposal of electricity, CAM charges, Water, HVAC invoices.
* Processing various report and MIS as required by NHQ.

**Responsibilities in Aircel Telecom Ltd in Finance (Revenue Assurance department):**

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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.
  + Rating Activity:
    - 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).
  + Analysing and Reports:
    - 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.
    - 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.
  + UAT of Products Configuration Activity:
    - 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.
    - Validation/Monitoring of manual adjustment/waivers Credited to customers account from various sources CS/IN/UAT.
  + Roaming Activity:
    - 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.
* Proficient with IN Terminology and Functions Ericssion (SDP, AIR, VS, NGVS, MINSAT, ECMS, IVR, HLR) Telcordia (CPL, Rater, SPACE Server, Table Dump).

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

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* + IN Activity of Ericssion Node:
    - Product (Vtopup, SIVR, USSD, Offline and Sanchya) configuration and modification into AIR, SDP and Vtopup.
    - Pre-paid product or tariff configuration for Voice, SMS and GPRS and Short Code configuration for Home & Roam network into SDP, Serial voucher creation into VS server.
    - Migration of subscriber profile, dealer code through MINSAT, AF and SDP.
    - 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.
    - Daily preparing IN utilization Processor report.
    - Balance updating (Credit and Debit) through Batch file and Unix shall scripting.
    - Product configuration benefit DA and SO.
    - 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:**

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* + IN Activity of Telcordia Node:
    - Daily preparing IN utilization Processor report and GPRS 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) and customer complain restoration.
    - IN and HLR data reconciliation through SQL.
    - Create reports as per top management require through oracle SQL and UNIX shall script.

**Responsibilities in Reliance Telecom Ltd:**

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* + Data analysing and MIS Activity:
    - 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.
    - Data 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.
    - CAF (Customer Application Form) Management and VTM.
    - Responsible for all types of billing such as Invoice, PR, PO, Service Entry & GRN in SAP Soft.

**My Project:**

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

**Academic Qualification:**

* MCA from Sikkim Manipal University in 2019.
* 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 Details:

Date of Birth : 27th December 1979

Sex : Male

Marital Status : Married

Language : English, Bengali, Hindi

Present Address : Siddha Town, 1st Floor, Flat No. NI-106, Rajarhat, Kolkata-700136, West Bengal.