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# Professional Highlights

* 15+ years of experience working in AT&T billing system doing Software Development, Requirements Analysis, Design, Data Analysis, Data Extraction, and Data Conversion activities.
* Hands-On experience in wide range of tools & technologies to extract, analyze and share required data for the Business clients/Audit teams to take better decisions or share it with other groups.
* Providing Data insights to the business clients based on the customer account, billing, payments and deposits data.
* Collaborating with the Data Warehouse, Vendors managers and the clients to provide the required data for any billing, recovery or analytical purposes.
* Experience working in applications which handles Customer account, products & services, revenue, payments, deposits data.
* Took initiatives to migrate from paid technologies to open source technologies to save money for the clients.
* Experienced in working autonomously as well as in collaboratively with other vendors (IBM, Accenture, Tech Mahindra, etc.,) of AT&T to process information/requirements, analyze and solve problems and maintaining the quality of product.
* Expert in handling Customer SPI (Sensitive Personal Information) Data. Lead efforts to convert the customer database to encrypt the Sensitive Personal Information to avoid exposure of SPI data.
* Lead efforts to create test plans for delivering a quality product/project by testing all the required functionalities before going LIVE.
* Experienced in planning and implementation of annual Disaster Recovery efforts, Customer Database recovery and Billing data recovery.
* Responsible for tracking & retaining the data based on the RIM Guidelines (RIM – Record Inventory Management) set by AT&T.
* Experienced in creating forecast for a production release, monitoring the release activities and alerting/escalating when there is a deviation.
* Strong Analytical skills – experienced in defect investigation/resolution, data mapping, Customer Database conversion, Charges & Credits and Revenue Database conversion.
* Experienced in Software Development Life Cycle (SDLC) methodologies using waterfall, Agile (SCRUM).
* Handled complex/critical AT&T Wireline billing applications and worked in 3 out of 4 AT&T Wireline billing systems.
* Ability to adapt quickly to the process/requirement changes implemented in the company/clients and adapting quickly to the change in directions of the management.
* I am self-motivated person with the inclusion and growth mindset, lean in to solve problems in the system, provide solutions and integrate concepts like Flow, pivot, momentum, design thinking, implementing change in personal life as well at work

# Technical Skills

Programming Languages Python, JavaScript, COBOL, JCL, Java,

Big Data Technologies HDFS, Apache Hive, Apache PIG

Database DB2, MS SQL Server 2000, IMS/DB

Development Tools VS Code, JUPYTER Notebook, Sublime, ECLIPSE, Xpeditor, Fileaid,

Comparex, File Manager, VSAM, SYNCSORT, QMF, NDM

Data Analysis Tools Pandas, Matplotlib, Python API’s, Web Scraping

Web Technologies HTML5, CSS, Flask

Visualization Tools Tableau, D3.js, Plotly.js

Defect Tracking Tools Mercury Quality Center, JIRA, Vantive

Version Control Tools CHANGEMAN, GITHUB

# Work Experience

## SOFTWARE DEVELOPMENT SPECIALIST aug 2008 to present

## Amdocs INC – San Ramon, CA

Client (AT&T – MW Wireline Billing System)

* Collaborated with Business Clients and helped them take better decisions by providing insights from Customer, Revenue, Payments and Deposits Databases based on the requirements from business.
* As a Key member of the Data Assurance team, I work with other groups to validate the data on a recurring basis to make sure integrity of Data is never compromised and work with the Business and other supporting applications when there are issues with the Data and fix it in a timely manner.
* Experienced collaborating across multiple disciplines, vendors including business and technical teams to provide a solution to a problem or required data for any billing, recovery or analytical purposes.
* Collaborated with the Data Warehouse teams, Vendors companies and clients to provide the required data for any billing, recovery or analytical purposes.
* Worked with the AUDIT teams to provide customer account/wireline billing/any feature/taxes and surcharge related data based on the requirements from the Audit team, which will be used to submit for STATE/FEDERAL government related inquiries.
* As a guardian of the Customer database for the wireline accounts, contributed in many successful conversion projects to implement a new feature/product, or to retire an old feature/product.
* Expert in handling the SPI (Sensitive Personal Information) data, worked on projects involving multiple teams to make sure the customer SPI data is encrypted (using Voltage Securedata software) in all the files, and databases and setup the jobs to Decrypt the data when needed.
* Collaborated with different applications/team to implement many successful rate changes, implementation of taxes and surcharges projects.
* Worked with Clients/Project Managers/Stakeholders to get the requirements for a Project/Live Defect/Analysis/System Testing and create High Level and Application Design for the development team to work on.
* Experienced in working on applications like Customer Account, Product & Services, Revenue, Payments, Deposits, Bill Formatting, S.O Edits and validation.
* Provided full time production support by Analyzing, simulating, and testing the issues that occurs in production.
* Provided System testing support for the projects that are delivered for testing and worked with System Test planning & Execution team to set up the test environment and helped them identifying test cases and documenting the expected results.
* Managed & guided multiple offshore teams for the Projects, and regular day to day activities to maintain the integrity of the Billing System.

## SOFTWARE ENGINEER dec 2006 to jul 2008

## INFOSYS Technologies ltd – San Ramon, CA

Client (AT&T – West Wireline Billing System)

* Collaborated with different applications/team to implement many successful database conversions, rate changes, implementation of new features, taxes, and surcharges projects.
* Worked with clients to gather requirements for the Service and Account Data Management applications.
* Created System and Application Feature Design for the Service and Account Data Management applications.
* Worked with clients to provide data reports based on the requirements from the Business or Audit teams or other interfacing applications.
* Worked with Clients/Project Managers/Stakeholders to get the requirements for a Project/Live Defect/Analysis/System Testing and create High Level and Application Design for the development team to work on.
* Provided full time production support by Analyzing, simulating, and testing the issues that occurs in production.
* Provided System testing support for the projects that are delivered for testing and worked with System Test planning & Execution team to set up the test environment and helped them identifying test cases and documenting the expected results.

## software engineer APR 2004 to Nov 2006

## INFOSYS Technologies ltd – chennai, india

Client (AT&T – West Wireline Billing System)

* Worked on converting the System and Feature Design provided by the clients to Detailed Design of the code changes.
* Responsible for coding, unit testing, volume testing and delivering the impacted components on time for the successful implementation of a project.
* Worked in data extraction activities and provided the reports to clients for taking better decisions.
* Provided System test and production support.
* Provided analysis for the Production Live Defects and System Test defects and suggesting corrective actions for fixing the defects.
* Provided support for the release related activities and communicating the status of the release to the client in a timely manner.

## VB Programmer jun 2003 to mar 2004

## anisha infotech private ltd – bangalore, indiA

* Worked in an in-house project with VB as Front End and SQL Server as Back end.
* Responsible for coding, unit testing, volume testing, system testing, integration testing
* Provided analysis for the Production/System Test live defects related to customer account and data
* Other responsibilities include writing Triggers, Stored Procedures in SQL Server.

# Education

* **Data Analytics Bootcamp**  2020

UC Berkeley Extension, Berkeley, CA - 94704

* **Bachelor of Computer Science and Engineering** 2002

University of Madras

Chennai - India

* **Converting Strategy into Action** 2013

Stanford Center for Professional Development, Stanford, CA

* **Intro to Statistics for Artificial Intelligence, Machine Learning & Data Science** 2019

Stanford Center for Continuing Studies, Stanford, CA

* **Hadoop Programming** 2014

Web Age Solutions

* **Certified Scrum Master** 2017

Scrum Alliance

* **Certified Scrum Product Owner** 2017

Scrum Alliance

* **Big Data Developer**  2017

Big Data Trunk, Fremont - CA