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##### Soumik Patra

### Objective

**I would like to leverage my potential to resolve challenging issues of software delivery in a professional environment**

## Professional Profile

* Having around 13 years of experience and have been actively involved in Project Management, Solution Architecture, Business Analysis, Team leading, solutioning and development of enterprise applications using java, Portal and SOA technologies.
* Over 8 years of experience in Telecom domain.
* Around two years in Healthcare domain
* Worked as Business Analyst and Project Manager for telecom clients like MTN (South Africa), StarHub (Singapore), Maxis (Malaysia), IUsacel (Mexico), and Zain (Jordan).
* Handled clients delivered change requests with successful closure rate of 100% with client appreciation.
* Worked in the quotation life cycle and closure from end to end for Project delivery. Interacted with clients for the approval of issued quotation updating the data in Rational Clearcase and Maximo and subsequently managing the project till production implementation.
* Worked in Technical Solutions team in presales
* Adept in PMP methodologies. Certified Project Management Professional(**PMP**)
* Adept in agile methodologies, practiced scrum for more than two years.
* Certified Scrum Master(**CSM**)
* Handled clients of **MTN** (South Africa), **Maxis** (Malaysia), IUSACell (Mexico), **Star hub** (Leading Telecom player in Singapore) Singapore, **BT** (Leading Telecom player in UK and Europe) and **Zain** (Leading Telecom player in Africa and Middle East) Jordan as a Business Analyst and build lead.
* Have profound knowledge of constructing a Product Catalog, worked as a Solution Architect for the Unified Catalog suite
* Worked in end to end application implementation as a technical lead and business analyst and PM.
* Strong knowledge of OOPs and SOA. Certified in **Weblogic Integration 9.2** and knowledge of SOA.
* Certified with Oracle as **Oracle Certified Associate**.
* Worked in the Number management module for Starhub (the leading telecom player in Singapore) at client location.
* Worked in niche rating tool Pricemaker and Java for rating BSS solution in Zain.
* Worked in Weblogic, Tomcat, Websphere (Application and Portal) and JBoss Servers.
* Versatile in J2EE technologies like Servlets, JSP, JDBC and STRUTS, NETONOMY (A framework developed by Comverse).
* Proficient with Servlet, JSP, Struts Framework and JDBC.
* Strong desire to adapt latest technologies and ability to grasp new technologies and contribute to software sales.

## Present Status

Working as a Delivery Manager for Cognizant Technology Solutions since Jul 2016 – till date.

## Professional Certifications and Trainings

* Attended eTom telecom training at Tech Mahindra.
* Attended training from BEA at Bangalore, India on Weblogic Integration 9.1.
* Oracle Certified Associate (DBA-Track)**.**It includes SQL and Database Fundamentals Part –I.
* Certified in Weblogic Integration 9.1
* Project Management Professional(PMP)
* Certified Scrum Master(CSM)

# Work experience

* **HCL InfoSystems Ltd (**June 2002 – December 2002 )
* Zeal Broadband Systems Pvt Ltd(January 2003 – June 2004)
* Comptech Computer Media(July 2004-May 2006)
* Tech Mahindra(June 2006-Jan 2010)
* IBM India Pvt. Ltd(Jan 2010-Jul 2014)
* Redknee Solutions(Jul 2014 – Jul 2016)
* Cognizant Technology Solutions(Jul 2016 – till date)

# Project Details

* **Express Scripts Holding Company** is an American [Fortune 100](https://en.wikipedia.org/wiki/Fortune_500) company as of 2013, the 20th-largest in the United States[[1]](https://en.wikipedia.org/wiki/Express_Scripts#cite_note-FortuneList-1) and is the largest [pharmacy benefit management](https://en.wikipedia.org/wiki/Pharmacy_benefit_management) (PBM) organization in the United States, with 2013 revenues of $104.62 billion. Headquartered in [St. Louis](https://en.wikipedia.org/wiki/St._Louis), [Missouri](https://en.wikipedia.org/wiki/Missouri), Express Scripts provides integrated pharmacy benefit management services including network-pharmacy claims processing; home delivery pharmacy services; specialty pharmacy benefit management, through its subsidiary [Accredo](https://en.wikipedia.org/wiki/Accredo" \o "Accredo); benefit-design consultation; drug-utilization review; formulary management; and medical and drug data analysis services to manage drug plans for health plans, self-insured employers and government agencies (both as administrator of employee benefits and public assistance programs). One of its largest clients is the [United States Department of Defense](https://en.wikipedia.org/wiki/United_States_Department_of_Defense)'s [Tricare](https://en.wikipedia.org/wiki/Tricare) program. Roles & Responsibilities are as below :-

-- Manage the delivery of multiple projects under the Patient Systems portfolio

-- Liaise with the account manager at onsite for margin improvement

-- Liaise with the account manager at onsite for resource procurement

-- Chair scrum meeting with different project team

-- Attend scrum with the Business Owners

-- Address issues with solution architecture along with the architect team

-- Review effort estimation

-- Review functional Specification

-- Review Technical specification

-- Submit PAS, Revenue forecast, budget plan

-- Oversee the assignment of bugs and development activities

-- Run the demo to the product managers

-- Take part in architectural discussions

-- Prepare the metrics for the PBI development

-- Appraise the reportees

-- Prepare Preventive analysis measures

-- Prepare innovation tools for each project of the Portfolio

* Redknee solutions is a leading product owner for real-time charging and billing solutions serving the telecommunications, utility and automotive sector. Headquartered in Toronto, Canada. Proud owner of the world’s first prepaid billing system in 1994.The organization now focuses in its product enhancement and services implementation in the telecom, utility, automobile sector around the world. The proud owner of the Unified suite of telecom billing and rating solutions. Roles and responsibilities performed are as below :-

-- Chair scrum meeting with the team

-- Attend scrum with the Business Owners

-- Address issues with solution architecture along with the architect team

-- Review effort estimation

-- Review functional Specification

-- Review Technical specification

-- Bug Report Analysis

-- Oversee the assignment of bugs and dev activities

-- Run the demo to the product managers

-- Proposals to the prospective client for the billing product

-- Proposals to the prospective client for the PCOM product

-- Reviewing Catalog design

-- Take part in architectural discussions

-- Prepare the metrics for the PBI development

-- Appraise the reportees

-- Write proposals for the clients

-- Engage the SMEs for solutioning

-- Prepare Preventive analysis measures

-- Prepare high level quotation for the proposals

-- Prepare HLS for the bid process

**Company name :** Redknee Solutions (previously Orga-Systems)

**Role** **:** Project Manager\Solution Architect

**Software Tools :** Microsoft Office and Project, MS Excel,

Orga-Zilla (Proprietary tool), JBOSS Server 6.3, Eclipse, Jira

**Designing Tools :** Microsoft Visio, Magic Draw.

* Worked as a Project Manager in the MTN account for the Wizard applications at Johannesburg, South Africa. The 17 applications handle a host of functionality mostly dealing with the customer care. They are mostly Java/J2EE applications and some are webservices. IBM has been giving maintenance and support for the wizard applications and responsible for some major enhancements. The roles and responsibilities are as below :-

-Prepare the capacity plan for the resources and get it approved by the GEO BAM so that the client can be billed.

-Prepare the Quotation for the enhancement projects and get it approved by IBM

-Plan the staffing

-Take interviews of new resources joining

-Actively drive the development or build process

-Oversee the internal audit related activities

-Get the closure form signed by the client

-Attend business meetings for solutioning

-Finalize technical solutions with the Architect

-Drive the POCs for CI area

-Prepare effort estimation

-Prepare the closure documents

-Create and Review the technical, functional documentation

-Attend audit reviews for IBM and client (MTN)

-Deliver the RTM

-Deliver the Defect Metrics

-Prepare Preventive Analysis Plan

-Present the implementation plan

-Drive the SIT and UAT process

-Get project Closure form the client

**Company name :** IBM

**Role** **:** Project Manager

**Software Tools :** Rational Clear Quest, Maximo, Microsoft Office and Project, Rational Software Architect, Weblogic Workshop

**Designing Tools :** Microsoft Visio.

* Worked as a BA and Project Lead for the Manzanilo project for the client IUsacel the third largest telecom provider in Mexico. Currently the system has been upgraded from the BSCS 5.0 billing system to BSCS iX. We are entitled to do the necessary changes for that in the CRM system. The CRM system is a collection of 20+ home grown application.

Activities performed are as below:-

-- Attend meeting with the SMEs

-- Prepare LLDs for AS is application

-- present it to the SMEs and get it approved

-- Convene and attend meetings with SMEs and Architect for the TO BE design

-- Present the TO BE design and get it approved

-- The design document is forwarded to the offshore team to be used for solutioning

**Company name :** IBM

**Role** **:** Lead Designer

**Software Tools :** Microsoft Office

**Designing Tools :** Microsoft Visio

* Worked as a Business Analyst and Project Manager for Maxis at Kuala Lumpur Malaysia. Delivered User change requests and also suggested changes for revenue generation that has been implemented. Was responsible for requirement gathering ,URS document creation, taking ownership of the complete approval process from the client side and IBM side, take precab and cab approval, quotation issuance, effort estimation with relevant teams, deployment and finally closure of the UCR.I have taken extra initiative to co-ordinate among the different teams to close the urgent UCRs on time. Some of the UCRs include Quota upgrade and modifications, Birthday tenure revision for subscribers, Device Quota upgrade etc.

Below are the activities that I have performed in the tenure as a BA/PM

-- Get requirement in details from client

-- Prepare URS

-- Get the assessment from the multiple development teams

-- Get the Assessment approved by IBM management

-- Get the Quotation prepared

-- Get the quotation approved by IBM management and then forward it to client (Maxis)for approval

-- Get the development done before organizing the deployment

-- Get the Precab and CAB approval for the deployment.

-- Finally sign off the closure form by Maxis.

-- All the while the Rational Clearquest is updated in the chronological order and during deployment Work Order and SDM approvals were taken in Maximo.

**Company name :** IBM

**Role** **:** Business Analyst.

**Software Tools :** Rational Clear Quest, Maximo, Microsoft Office

**Designing Tools :** Microsoft Visio

* Worked in a transition project as a Lead at Kuala Lumpur, Malaysia. The client is Maxis the Malaysian leading telecom service provider. The local client iPower had been working on several Portal and Java applications. Now with IBM taking over we have been in touch with the different application owners at the client location in Kuala Lumpur, Malaysia for knowledge transition. The various applications involved in the transition are RR Portal (Radical Registration), Hotlink, PCC (Pre Credit Check), Telesales, MOS (Maxis Online Store), OLSR (Online Self Registration).Hotlink is for prepaid redemption, Automatic device detection, Active 10 and FaultReport. RR portal is for postpaid user registration and prepaid port-in and PCC is for Credit Check. The MOS iPower module takes care of assigning MSISDN to customers getting handsets.

**Company name :** IBM

**Role** **:** Technical Lead.

**Software Tools :**  Websphere Portal 6.0, WebSphere Application Sever 6.1

**Designing Tools :** RAD 7.5, Microsoft Visio

**Operating System :** Windows XP, AIX.

* Successfully delivered 1Store to production .The client is Maxis the leading mobile phone service provider in Malaysia.1Store consists of two applications Developer Portal one where the developers can register and upload their applications and another Admin Portal ---where the Administrators from Maxis side can review and check the data and applications uploaded by developers. Still associated to UCR generation and various solutions.

**Company name:** IBM India

**Role :** Team Lead

**Software Tools :** WebSphere Portal Server, Websphere Application Server,

Java, J2EE, Portal, RAD 7.5

**Designing Tools: Microsoft** Visio

**Operating System:** Windows XP.

* Worked at the client site for Zain, Jordan in Amman for the implementation of a new functionality. The project is called NFARS (New Functionality Adjunct Rating Support) ZAIN. It involves Pricemaker as the rating tool in UNIX besides Java/J2EE and Pl/Sql.

Successfully delivered the postpaid rating solution with enhancements.

**Company name:** Tech Mahindra

**Role**  **:** Team Lead

**Software Tools :**  Pricemaker, Java, Servlet, PL/SQL.

**Operating System :**Windows XP, UNIX.

* Worked at the client location in Singapore for the client Starhub. The name of the project is iDeal/iCare. My role in this project was as a Business Analyst and module lead. I was entitled to do client interaction gather requirements, deliver the functional documents and also lead the build team for my module called Number Management. Starhub is among the most significant telecom service providers in Singapore.

**Designing Tools:** Microsoft Visio, StarUML.

**Company name:** Tech Mahindra.

**Role:** Module Lead.

**Software Tools :** Netonomy 3.10, iBatis. Java, Weblogic

* Worked on a British Telecom project known as the CHIEF which stands for Customs Handling of Import And Export Freight. It deals with all the import and export of the United Kingdom. It is a reengineering project in which the mainframes codes are to be converted to J2ee/Java .Primarily our role is to construct around 500 use cases, analyze the technical design documents make activity diagrams and sequence diagrams for the coding purpose later on.

**Designing Tools :** Microsoft Visio, Rational Rose.

**Company name** **:** Tech Mahindra.

**Role** **:** Team Lead.

* Worked on a British Telecom project. The name of the project is EDCA, which stands for Electronic Data Capture Application. The delivery manager module was our responsibility.EDCA – Delivery Manager is an independent module and works as an interface between other BT specific modules i.e. BFG, Decomp, Radianz etc. The module actually creates the delivery order based on

different parameters received from other modules. It also generates

two reports ( Band-Width report and Sufficiency Report).

**Technologies Used :** Struts, Webservice, Hibernate, xml.

**Database :** Oracle 9i.

**Operating System :** Windows XP Professional.

**Software Tools :** Eclipse3.1 (IDE), jdk1.4, Hibernate3.0, Apache XmlBeans.

**Framework :** OSF provided by BT (British Telecom).

**Company name** **:** Tech Mahindra.

**Role** **:** Designer and Senior Developer and Lead.

* Worked on the Field Service Management (FSM) project for Clarity (Australia) the NGOSS vendor (for over 6 months).The name of the project was FSM. It was developed from the initial stages of designing. It had all the workforce management’s utilities like job ticket booking, employee managements in shifts, allocating job tickets, SMS and email of the latter as well. The client was.NET platform.

**Technologies Used :** Webservice, Hibernate.

**Database :** Oracle 9i.

**Operating System :** Windows XP Professional.

**Software Tools :** Eclipse 3.1(IDE), jdk1.4, Hibernate3.0, SMSC simulator

Apache XmlBeans, Rational Rose.

**Framework :** OSF provided by BT (British Telecom).

**Company name** **:**Tech Mahindra.

**Role** **:**Developer (Team-Member).

* Worked on the Knowledge Repository for BT .It included the development of a web application to provide the information about the BT services, telecom technologies used, and technologies used in building the services. I was also involved in the next phase of the project which was to migrate the whole application in spring framework.

**Technologies Used :** Struts, Hibernate.

**Database :** Oracle 9i.

**Operating System :** Windows XP Professional.

**Software Tools :** Eclipse 3.2(IDE), jdk1.4,Hibernate3.0..

**Company name** **:** Tech Mahindra.

**Role** **:** Developer (Team-Member).

* Worked on a project on a Job-portal in Comptech Computer Media. The company is mainly involved in providing services to the healthcare, knowledge and entertainment domains. It caters to overseas and domestic clients. The Company is also involved in conducting corporate trainings and seminars. The site had functionalities like login for users, registration, Job-Searching (both for candidates and employers), Resume Submission etc. facilities.

**Technologies Used :** JSP, Servlet, HTML, JavaScript, JDBC.

**Database :** Oracle 9i.

**Operating System :** Windows 2000 Advanced Server.

**Software Tools :** Nebeans 4.0(IDE), jdk1.5,Frontpage 2000.

**Company name** **:** Comptech Computer Media.

**Role** **:** Developer (Team-Member).

* The tentative name of this project is Rx.com. It is basically an informative site which will provide all health-care related informations to the people. People can have online treatment, chat with doctors, and information about hospitals, Blood Bank, etc.

**Technologies Used :** JSP, Servlet, HTML, JavaScript, JDBC.

**Database :** Oracle 9i.

**Operating System :** Windows 2000 Advanced Server.

**Software Tools :** Nebeans 4.0(IDE), jdk1.5,Frontpage 2000.

**Company name** **:** Comptech Computer Media.

**Role** **:** Developer (Team-Member).

* I was the **Lead of a project** that deals with designing of Fiber optic networks (Zeal Broadband Systems Pvt. Ltd.).Zeal Broadband Systems is an organization which is into retail business for CATV, internet and telephony hardware along with the services, maintenance and commissioning of their products. I was into the power budgeting of the optical fiber networks for CATV and internet and was also in charge of commissioning in and around the regions of West Bengal and parts of India. They are also involved in projects on a turnkey basis like satellite antenna realignment for satellite relocation.
* I was also into a satellite reallocation project It is a project of Speedcast the AFP service provider worldwide for the reallocation of their satellite from Asiasat3s to Asiast4s in six newspaper offices in Kolkata under the supervision of Speedcast (Hong Kong)(for Zeal BroadBand Systems Pvt. Ltd.).
* I worked as a field/service engineer in Facility Management service (F.M.S) of servers, networking and the optical fiber backbone in O.N.G.C (Oil & Natural Gas Corporation), Agartala (Tripura Asset) for HCL Info Systems. HCL Info Systems is a part of the huge HCL Corporation. They are one of the leading Server and peripheral manufacturers and suppliers in India. They are also involved in the maintenance of complicated networks in companies and conglomerates like ONGC.ONGC is s globally renowned organization for oil and natural gas exploration.

### Final Year Project

**Title**: Versatile Digital Thermometer.

We used ICs LM324, ICL7107 and AD590 for our project. It has three main sections: -Sensing part, Signal Processing and A to D conversion. AD590 is the sensor or transducer used that measures the ambient temperature or the temperature of the medium and converts it to corresponding voltage equivalent.

### Academic Qualification

1998-2002 : B.Tech in Electronics & Communication Engg. (University Of Kalyani).

1996-1998 : Chemistry Hons. C.U (Discontinued for pursuing B.Tech)

1994-1996 : XII std. (H.S)

1994 : Xth std. (Madhyamik)

### Software Skills

**Languages :** C, C++, JAVA, 8085-Assembly Language**.**

**Certification :**

* Oracle Certified Associate (DBA-Track)**.**It includes SQL and Database Fundamentals Part –I.
* Weblogic Integration 9.1

**Java IDE :** NetBeans, Gel, Eclipse, RAD, RSA.

**WebServer :** Tomcat**.**

**Application Server:** Weblogic**,** Jboss, Sun Application Server, WebSphere Application Server, Websphere Portal 6.1

**Database :** Oracle, DB2

**Designing tool :** Rational Rose, MS Visio, Star UML, Magic Draw

**Other frameworks & tools:** J2EE, Hibernate, iBatis, Struts, Spring, EAI, JMS, XML, XSD, Jenkins, Ant, Webservices, Apache XML Beans, SOAP UI

**Configuration Management:** CVS, VSS, Star Team, RTC, SVN

### Operating Systems

MS-DOS, Windows 9X, Windows NT Server, Windows 2000,Windows 2000 Server, Unix.

### Personal Profile

Sex: Male

Marital Status: Single

Nationality: Indian

Date of Birth: 27th Dec. 1977

Passport Number: K0848591

PAN No.: AOTPP4828C

Address: 18D, First Road, Eastern Park, Kolkata - 700075

**Languages known**

English, Hindi, Bengali.

### Hobbies

Listening to Music, Playing cricket, T.T, Philately, Traveling, Computer games.

### Declaration

**I hereby declare that the above informations mentioned here are true to the best of my knowledge.**

**Date :\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_**

**Place: \_\_\_\_\_\_\_\_ Signature**