

Saras Jain

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Total Exp. : 6+ yrs

Professional Experience Overview:

- 6+ years of total IT Experience in various roles like Product consultancy, Business development, Requirement gathering, Functional Solution design, team leadership, development and project documentations.
- Working experience on E2E designing and solutioning of BSS/OSS functional problems, mainly worked on **Product Life Cycle (Product Catalog), PLM, Pricing & Quoting (CPQ), some part of Order Management, Billing, Integrations**, Product Migration using ETL methodology, Revenue Assurance, Billing Quality Assurance and Telecom Customer Journey along with various components.
- Experience of working in SDLC methodology waterfall and **Agile**. Well versed in Scrum activity, converting business needs into User stories, Backlog grooming, effort estimation, prioritizing and coordination.
- **Overseas Experiences** – Worked in Jakarta and Malaysia closely with customer to understand and capture Business Requirements to design the best possible Solution with products we are using as part of program. Experience in conducting demos to Leadership teams and product training sessions with customers.
- Liaise between business, technical and operational teams to ensure a mutual understanding of processes, requirements and applications.

Professional Experience:

Organisation	Sigma OSS Systems
Client	Airtel - India
Period	July 2019 to till today
Role	Senior Consultant/Sr. Business Analyst
Project Overview	Project: Airtel B2B Transformation Summary: Program is biggest transformation of Airtel B2B segment which is to automate the current Order to Activation process of Airtel B2B with sunsetting old manual order entry and orchestration systems to achieve zero touch provisioning with the Sigma stack of Enterprise Catalog, Pricing & Quoting and Order Manger.
Major Responsibilities	<ul style="list-style-type: none">• Integral part of Sigma's Joint Application Discussions (JAD) team onsite.• Worked as SME for Sigma's Catalog, PLM and integrations with North bound systems.• Requirement gathering and designing of B2B products like Internet Leased Line and Zoom etc.• Part of Order flow design for customer order orchestrations.• E2E designing of products in Sigma stack (Product Modelling to quote to orchestration) and their respective integration with selling platform.• Leading team of configuration and product design. Also, managing Scrum for Sigma Catalog product.• Leading the Customer demo's and sprint demo's onsite.

	<ul style="list-style-type: none"> • Liaising between Technical and Testing teams ensuring the common requirement, design and processes.
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Organisation	Sigma OSS Systems
Client	Wide Open West (WoW) - USA
Period	Feb 2019 to July 2019
Role	Senior Consultant/Sr. Business Analyst
Project Overview	<p>Project: WOW Nitro</p> <p>Summary: Project is to implement Sigma's stack (Catalog/CPQ/OM) for WoW Nitro program which is targeted for B2C (Mobile) consumer base of US. Voice, Internet, video and their bundled products were implemented with zero touch provisioning where Sigma's products are integrated with Sales platforms and third-party orchestration systems by ESB layer.</p>
Major Responsibilities	<ul style="list-style-type: none"> • Leading the requirement gathering and designing of B2C Voice, Video and Internet Leased Line mobile products. • Worked on E2E data flow design integrated to CRM to order flow. • Worked as SME for Sigma's Catalog. • Liaising between Technical and Testing teams ensuring the common requirement, design and processes.

Organisation	Sigma OSS Systems
Client	Telkomsel - Jakarta
Period	Nov 2017 to Jan 2019
Role	Business Analyst/Solution Analyst
Project Overview	<p>Project: Telkomsel Digi-Core</p> <p>Summary: Telkomsel Digital Core transformation program is to place Master enterprise product catalog to provide single source of product data for all channels replacing existing 5-6 catalog using ETL migration.</p>
Major Responsibilities	<ul style="list-style-type: none"> • Responsible for requirement gathering of products in existing legacy catalogs. • Responsible for ETL design meeting with business, operations and other teams. • Handling the migration mapping designs with different other vendors. • Continues engagement involved as SME in both Customer Side and Sigma's partner vendor side.

Organisation	Sterlite Tech – Elitecore
Client	YES Telecom, Malaysia (YTL Communications Sdn. Bhd.)
Period	March 2016 to Nov 2017
Role	Business Analyst/Solution Analyst

Project Overview	<p>Project: <i>YTL 4G WiMAX-LTE Services (Data-Voice-IMS prepaid & post-paid services)</i></p> <p>Summary: We have delivered E2E BSS/OSS solutions with various components like Product offerings, Dunning, Provisioning, Billing, AR/Payments and Interconnect/Roaming. As a solution, we have done various integrations with third party user interfaces and channels.</p>
Major Responsibilities	<ul style="list-style-type: none"> Requirement gathering of new and existing business models of YTL. As part of core solutioning team responsible for Requirement analysis document (RAD) which cover E2E requirements, solution, impacted systems and client signoffs on design. Designed and participated in drops (sprint) planning for YTL delivery. Test case verifications and Requirement mapping with existing Product to ensure zero or near zero defect to design and development.

Organisation	Tata Consultancy Services
Client	Telstra Corporation Limited (Telecom Service Provider), Australia
Period	Sep 2014 to July 2015
Role	Analyst and Developer
Project Overview	<p>Project: Telstra Bill QA (Billing Quality Assurance)</p> <p>Summary: Designed and developed Portal for Telstra users to manage different Enterprise Contracts and generate reconciliation reports of the Enterprise contracts rates and actual invoices. Project featuring re-rating all the CDR's and represented all the Revenue leakages in invoices due to wrong billing.</p>
Major Responsibilities	<ul style="list-style-type: none"> Analysis and design of all the Enterprise Contracts to make it simple and constructive for users. Responsible for reconciliation of Invoices and rates applied from functional requirement point of view. Developed complex contract management UI and various reports showing discrepancy (revenue leakage) in client's billing system.

Organisation	Tata Consultancy Services
Client	Celcom (Telecom Service Provider), Malaysia
Period	Jan 2014 to Aug 2014
Role	Analyst and Developer
Project Overview	<p>Project: Celcom SFO (Sales force operations)</p> <p>Summary: Developed portal which works on desktop and Tablet users to enforce their Sales Force Operations. Portal contains dynamic Dashboards & Reports for Customer Acquisition, Recharge/Top up and inventory module to improve their Sales.</p>
Major Responsibilities	<ul style="list-style-type: none"> Design and development of module focusing business flow for Permanent and temporary marketing materials to make sales force operations handy. Requirement Analysis of inventory module. Developed workflow for marketing material approval from different level of designated users.

Organisation	Tata Consultancy Services
Client	Johnson n Johnson
Period	May 2013 to Nov 2013
Roles	Jr. Developer
Project Overview	Project: Medi NEWS JnJ Summary: Training of iPhone Application development. iPhone application developed for RSS reader application. The app will be based on a master / detail design, where the master view will display the list of available feeds, and the detail view will show the corresponding web pages.
Major Responsibilities	<ul style="list-style-type: none"> • Attended 4+ weeks of training for iPhone application. • Worked on the different POC's on iPhone app development. • Developed RSS feed based application using Master-detail navigator for JnJ users for medical news.

Additional Skills:

Methodology	<ul style="list-style-type: none"> • SDLC, Agile
Documentation Tool	<ul style="list-style-type: none"> • MS Word, MS Excel, Visio
Language Technologies	<ul style="list-style-type: none"> • Java, JSF, HTML, CSS, SQL, Hibernate
Database	<ul style="list-style-type: none"> • Oracle, SQL-Server
Web Environment	<ul style="list-style-type: none"> • Jboss7.1
Development Tools	<ul style="list-style-type: none"> • Eclipse
Operating Systems	<ul style="list-style-type: none"> • Windows XP/7 , Mac-OS

Educational Qualifications:

Degree	Institution / University	Percentage	Year
Bachelor of Engineering in Mechanical Engineering	Truba college of Engg. & Info. Technology, Bhopal	75%	2008-2012
12 th	S.N.P.S. Narsinghpur	78%	2007-08
10 th	S.N.P.S. Narsinghpur	82%	2005-06

Personal Details:

Date of Birth	22.05.1991
Nationality	INDIAN
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