



### Career Objective

To secure the position of IT Design Consultant in an esteemed organisation, where I can input my efforts and utilise my expertise in the telecom sector for an efficient output and increased revenue for the organisation.

Organization Name: TATA CONSULTANCY SERVICES

[PERIOD: 13-03-2013 TO TILL DATE]

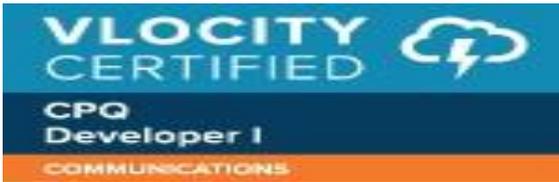


Project Name	BT Simplify Program (Vlocity)
Client Name	BT Enterprise
Period	01-Jul-2019 To Till Date
Roles	Solution Designer/Developer

### Responsibility

- Interaction with Product Line Managers, Business Architects, Technical Architects, Operations Stakeholders to understand the overall simplify program vision, business strategies, and transform this existing legacy stack into BT simplify journey.
- Convert Business requirement into Functional Requirement, Capture User and Non-functional requirements, Document analysis, interviews and facilitating workshops
- Lead meetings to determine the exact requirements or resolve key design conflicts/issues
- Building Reports/Dashboards
- Migration of existing legacy stack functionalities to Vlocity with enhancement in process, use cases, etc

**Vlocity skills:**

 <p>Vlocity EPC/CPQ Essentials Training from Vlocity Professional Team</p>   	<ul style="list-style-type: none"> <li>• Digital Interaction Platform – General</li> <li>• Data Tools</li> <li>• Industry Consoles</li> <li>• Industry Process Library</li> <li>• Calculations and Matrices</li> <li>• Cards Framework</li> <li>• DataRaptor</li> <li>• Integration Procedures</li> <li>• OmniScript</li> <li>• Integrated Troubleshooting and Deployment</li> <li>• Order Capture</li> <li>• Order Management</li> <li>• Order Decomposition</li> <li>• Order Orchestration</li> <li>• Enterprise Product Catalog</li> <li>• Pricing</li> <li>• Promotions</li> <li>• Context Rules</li> <li>• Advanced Rules</li> <li>• Guided Selling</li> </ul>
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<b>Project Name</b>	Network Re-arrangement Openreach
<b>Client Name</b>	BT Openreach
<b>Period</b>	01-Jul-2018 To 30-06-2019
<b>Roles</b>	<b>Solution Designer/Development Lead</b>

## Responsibility

- Interaction with Product Line, Business Architects, Technical Architects, Operations Stakeholders to understand the overall vision, business strategy, and transform this vision into the systems solution requirements.
- Convert Business requirement into Functional Requirement, Capture User and Non-functional requirements, Document analysis, interviews and facilitating workshops
- Develop Solution Design Document that is used as an input for the development and testing cycle of SDLC and Produce Impact Analysis report, Requirement decomposition into agile deliverables which in turn is input for the Development and the Test teams to complete product development life cycle and operation support after in-life deployment
- Lead meetings to determine the exact requirements or resolve key design conflicts/issues
- Building Reports/Dashboards
- Automate processes using Salesforce automation tools, such as Process Builder, Workflows, Formulas, Flow, Assignment Rules, and E-mail Alerts.

Trailhead



58  
Badges

66,625  
Points

4  
Trails

### Salesforce skills:

<https://trailblazer.me/id/snasm5>

<p><b>Process Automation Specialist</b></p>  <p><b>Security Specialist</b></p>  <p><b>Lightning Experience Reports &amp; Dashboards Specialist</b></p> 	<ul style="list-style-type: none"> <li>• Custom objects in salesforce</li> <li>• Relationships in Salesforce</li> <li>• Data Imports</li> <li>• Sharing and Security Settings for Recruiting App</li> <li>• Workflow and Approval process</li> <li>• Assignment Rules</li> <li>• Email Templates</li> <li>• Standard objects in Salesforce</li> <li>• Reports And Dashboards</li> <li>• Salesforce chatter implementation guide</li> <li>• AppExchange : salesforce app exchange overview</li> <li>• Salesforce auditing and monitoring tools</li> <li>• Service Cloud and Sales cloud in salesforce</li> <li>• Process Builder</li> </ul>
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<b>Project Name</b>	UKB E2E Design
<b>Client Name</b>	BT Enterprise
<b>Period</b>	01-Dec-2016 To 30-06-2018
<b>Roles</b>	<b>Senior Developer &amp; Solution Designer</b>

### Responsibility

- Solution Designer for British Telecom Understanding client’s product portfolio, business model and IT/application landscape featuring legacy BSS/OSS applications across Order Management, Billing Fulfilment, Provisioning and Inventory Management and Service Assurance.
- Interaction with Product Line, Business Architects, and Technical Architects, other Line of Business (LOB) representatives and Operations Stakeholders to understand the overall vision, business strategy, and transform this vision into the systems solution requirements.
- Lead meetings to determine the exact requirements or resolve key design conflicts/issues
- Convert Business requirement into Functional Requirement, Capture User and Non-functional requirements, Document analysis, interviews and facilitating workshops
- Use Case Modelling; Use Cases; User Interface Design; Non Functional requirements
- Develop Solution Design Document that is used as an input for the development and testing cycle of SDLC and Produce Impact Analysis report, Requirement decomposition into agile deliverables which in turn is input for the Development and the Test teams to complete product development life cycle and operation support after in-life deployment.
- Provide inputs to stakeholders based on the models created and process level issues and assist them in Test Case creation, Execution, Validation and prepare high level test plans and facilitate execution business users/ units
- Understanding business requirements for various projects/enhancements and transforming the same into detailed software requirements
- Preparation of SRS through Use Cases/UML
- Performing Process Analysis – understanding AS-IS processes and creating TO-BE scenarios/processes

### Skills

<b>Software Skills</b>	Java, J2EE, EJB, Server, JSP, JDBC, JMS, JNDI, Java Script, XML,Swing and
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	AWT HTML, Ajax, XML Struts , Spring, Hibernate Oracle10
<b>Tools Used</b>	WebSphere 6.1 Eclipse 3.2 PL/SQL Developer, TOAD, Eclipse VSS, CVS, SVN, Clear case. WebSphere MQ Ant, JUnit WebSphere MQ
<b>Domain</b>	Telecoms

<b>Project Name</b>	Agile Integration Broker
<b>Client Name</b>	BT Enterprise
<b>Period</b>	18-Mar-2013 To 30-Nov-2016
<b>Roles</b>	<b>Senior Developer/ Designer</b>

## Responsibility

- Involved in design, development, unit testing & acceptance testing and all stages in the software development process.
- Created unit test cases, system test cases, acceptance test cases
- Code Development for the Release stories
- Provide the KT for the team for those usage and on their application
- Reviewing the developed code on periodic basis
- Taken technical responsibility for all stages in the software development process
- Will provide inputs for preparing the project plan and quality plans for every releases
- Ensure deliverable compliance
- Resolving all the IMP (live issue raising portal)/BCs by analysing and providing fix if any.
- Interacting with the business people/E2E designers/ASGs for any kind off issues in production.

## Skills

<b>Software Skills</b>	Java, J2EE, EJB, Server, JSP, JDBC, JMS, JNDI, Java Script, Struts , Spring, Hibernate Oracle10
<b>Tools Used</b>	WebSphere 6.1 Eclipse 3.2 PL/SQL Developer, TOAD, Eclipse WebSphere MQ
<b>Domain</b>	Telecoms

## Achievements & Awards

### Achievements

- Received several appreciation mails from clients and managers for the exceptional contribution to E2E Design in UKB
- Received several e cards from Customer for delivering the zero defect stories [Awards](#)

Award Name	Award Date	Award Category	Award Sub Category
Star Team Award	25-Apr-2019	Awards for Excellence	Star Awards
BPS Star Team Award	10-Apr-2018	BPS Awards	Star Awards
Service & Commitment Award	13-Mar-2018	Service Awards	Service Award
Service & Commitment Award	13-Mar-2016	Service Awards	Service Award

## Competency

Competency	Proficiency	Category	SubCategory
Digital : DevOps	E0	Quality Engineering & DevOps	DevOps Foundation
Lean Six Sigma (LSS)	E0	Enterprise Quality Management	Performance Improvement
Digital : HTML5-CSS3	E0	Programming Language	Markup Programming
RiO : Rigor in Operations	E0	Enterprise Delivery Management	Rigor in Operations

Architecture & Tools : Enterprise Architecture	E1	Architecture & Tools	Enterprise Architecture
Process : Intellectual Property Rights	E0	Enterprise Compliance Mgt	Intellectual Property

Quality Management for Delivery	E0	Enterprise Quality Management	Quality Standards and Frameworks
Process : Lean	E0	Enterprise Quality Management	Performance Improvement
Digital : NOSQL	E0	Data Platforms	Modern Data Platforms
Cyber Security - Information Security Concepts	E0	Cyber Security	Infra & Data Security Management
Process : Occupational Health and Safety (OHSAS 18001)	E0	Enterprise Compliance Mgt	Occupational Health and Safety
Architecture & Tools : Enterprise Architecture	E0	Architecture & Tools	Enterprise Architecture
Compliance : Data Privacy	E0	Enterprise Compliance Mgt	Data Privacy
Process : Agile Delivery	E0	Enterprise Methodologies	Agile
Process : Environmental Management and Engineering (ISO 14001)	E0	Enterprise Compliance Mgt	Environmental Management System
Digital : Cloud Foundry	E0	Cloud Computing	Cloud Architecture & Development
Digital : Amazon Web Service(AWS) Cloud Computing	E0	Cloud Computing	Cloud Application Services
Process Improvement (PI)	E0	Enterprise Quality Management	Performance Improvement
Software Security	E0	Enterprise Security Management	Process Security Management
Diversity Management	L1	Relationship Mindset	Interpersonal Effectiveness
Digital : Microsoft Azure	E0	Cloud Computing	Cloud Application Services
Digital : Bootstrap	E1	Web Technologies	Modern Web Development
Process : Agile Delivery	E0	Enterprise Methodologies	Agile

Agile Way of Working	E1	Enterprise Methodologies	Agile
Digital : Digital Security	E0	Cyber Security	Digital Security
Service Management	E0	Enterprise Service Management	IT Service Management
Digital : Chatbots / Conversational Agents	E0	Data Analytics & Insights	Conversational Experience
MS Excel	E2	Enterprise Application Service	Enterprise Productivity Platform
Digital : Cloud Computing (General)	E0	Cloud Computing	Cloud Architecture & Development
IT IS_SM_Service Operations	E0	Enterprise Service Management	IT Service Management
Digital : Blockchain	E0	Blockchain	Blockchain Technology
Digital : DevOps	E1	Quality Engineering & DevOps	DevOps Foundation
Initiative / Proactiveness	L2	Results Mindset	Execution Excellence

## Certification

Certification Name	Acquired On
Oracle Database 11g: SQL Fundamentals I	21-Sep-2013
Process : ITIL Foundation Certification	16-Jun-2017
Digital : HTML5-CSS3_Foundation	16-Sep-2018
Digital : Cloud Computing (General)_Foundation	30-Apr-2018
Digital: MFDM??? AI Aware Certification	12-Jun-2020
BDA Initiate : Fundamentals of Telecom Certificate	07-Sep-2019
Digital : Fundamentals of JSON_Foundation	23-Sep-2016
TOGAF 9 Foundation Certification	30-Dec-2018
Digital : DevOps Intermediate	19-Jul-2018
Process : Agile Way of Working Foundation	08-Sep-2016
Vlocity : CPQ Developer I	25-Aug-2020
Salesforce : Admin certification exam Course	28-Sep-2020

## Training

Offering Name	Actual Duration (In Mins)	Start Date	End Date
Vlocity EPC/CPQ Essentials from Vlocity Professional Team 	2400	27-Jul-2020	31-07-2020
PIT - Internal Training UK-Knowledge Transition Program - Domain - ILT/Virtual ILT	3000	01-Jun-2020	30-Jun-2020
PIT_Des-Ops-Knowledge Transition Program - Technical - ILT/Virtual ILT	360	10-Apr-2020	30-Apr-2020
PIT - BT overall KT-Knowledge Transition Program - Technical - ILT/Virtual ILT	1200	17-Jan-2020	20-Feb-2020
PIT_CATALYST Program-Knowledge Transition Program - Functional - ILT/Virtual ILT	60	12-Dec-2019	12-Dec-2019
Architecture & Tools : Enterprise Architecture_Beginner_vILT 	2000	30-Oct-2018	02-Nov-2018
KTP-Technical-PIT-Knowledge Transition Program - Technical - ILT/Virtual ILT	30	30-Jan-2018	30-Jan-2018
UKB Operating Model PIT-Knowledge Transition Program - Domain - ILT/Virtual ILT	360	09-Dec-2016	20-Dec-2016

Organization Name: TECH MAHINDRA LIMITED

**Tech Mahindra**

[PERIOD: 18-12-2009 TO 08-02-2013]

<b>Project Name</b>	Agile Integration Broker
<b>Customer Name</b>	British Telecommunications
<b>Role Name</b>	Developer
<b>Start Date</b>	05-Apr-2010
<b>End Date</b>	08-Feb-2013

<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>➤ Providing support for CIT and E2E test teams in Co-location centre where all the component teams are representing from different vendors for BT</li> <li>➤ Possessing good knowledge of UKBSS products supported by AIB</li> <li>➤ Track, update and close defects/Service requests raised on AIB</li> <li>➤ Prepare daily report on open defects and current status to development and delivery team</li> <li>➤ Address to all the queries raised on AIB from different test streams via email and HPQC</li> <li>➤ Carry out initial Analysis of issues raised on AIB and approach development team for necessary help and action</li> <li>➤ Liaise with E2E delivery team for delivery of fixes and for moving defects to appropriate components with required details.</li> <li>➤ Liaise with environment team for all outages required for deployment / Environment issues</li> <li>➤ Maintain communication list for all environment and deployment related issues.</li> <li>➤ Code and PMF deployment on the test environments• Participate and provide accurate updates in CIT and E2E defect calls</li> <li>➤ Work with team for scheduling Weekend and BST shift roster.</li> </ul>
<b>Software Skills</b>	Java, J2EE, EJB, Server, JSP, JDBC, JMS, JNDI, Java Script, Struts , Spring, Hibernate Oracle10
<b>Technical Skills</b>	Java Developer
<b>Tools Used</b>	WebSphere 6.1 Eclipse 3.2
	PL/SQL Developer, TOAD, Eclipse WebSphere MQ
<b>Achievements</b>	'Pat on the Back' Award winner for the high level of commitment shown towards resolution of issues raised on AIB in BT Colocation

## Education & Learning

## Personal Information

- Address for Communication - 16 A Satish Chandra Mukhopadhyay Sarani  
Kolkata-700014
- Passport Status - Active

Qualification	Subject	Percentage/Grade	Year Of Passing
STANDARD X	Science	73	2002
STANDARD XII	Science	83	2004
B.TECH [NIT,Agarpara] (WBUT)	Electronics & Communication	83.1	2008