

# S Uday Krishan

220, GF, Tagore Park, Delhi-110009| 9818610111 | uday.krishan@gmail.com

## Profile Summary

*Certified Scrum Master with 17+ years of experience in Telecommunication BSS/OSS, Agile Methodologies, Revenue Assurance and Telecom billing projects as Business analyst, Business Consultant and Implementation Engineer. Involved in project participations, client interactions and enterprise level integration. Implementation of BSS/OSS projects, User Stories, User Experience, requirement gathering, analyzing the functional requirements and checking the technical feasibility, Product Planning, Conflict Resolution, Solution Design, Testing and Implementation.*

Domain expertise in Telecom/Pay TV BSS/OSS Business Application Solutions - Possess deep technical, functional and operational understanding of Telecom Billing Systems, CRM systems, CPQ – Configure, Price & Quote Management, Order Management, Mediation, Provisioning, Work Flow Management Systems, support applications like Web Self Care, Voucher Management System, Mobile Applications, Payment Collection Systems, Applications integration , TOGAF (enrolled).

Proficient in System Oriented Architecture based cross applications Integration Delivery. Managerial proficiency into Function Strategy Formulation, IT Planning & Support, Enterprise Applications, Business Support Systems, Managed Services, Application Operation & Administration. Possess working knowledge of protocols like JSON/XML/XSLT/REST.

### MANAGEMENT

- Product Management
- Project Management
- User Stories, Use Cases
- Product Planning
- Conflict Resolution
- Enterprise Level Integration
- Vendor Management
- Coordinating with Business Verticals
- Data Analytics
- Interpersonal Skills for Cross Functional Interactions
- People Management Internal & External
- Process Management and Improvement
- Identify Service Satisfaction
- Understand Technology Trends
- Customer and Business Orientation
- Strong Planning and Project Execution Skills

### PRODUCT DEVELOPMENT

- Agile Methodology, Scrum Master
- Product backlog management
- Sprint plans
- Project Milestones
- Continuous Product Re-Engineering
- To continuously change Product Layout with dynamic Business Requirements.
- To ensure all Application Processes are up and running as per Business Agreement.
- Catalog
- Configuration, Price and Quote - CPQ
- Order Management
- DevOps
- CI/CD - Continuous Integration / Continuous Delivery.

### LEADERSHIP

- Handling 50+ strong diverse team of product development
- Service Management Team and Core Development Teams report indirectly to me
- Team Resource Allocation and Management

## Skills

Project Management	BSS/OSS	Operating Systems	Languages	Utility Packages
<ul style="list-style-type: none"><li>•Jira</li><li>•Trello</li><li>•Agile Practitioner</li><li>•Certified Scrum Master -CSM</li></ul>	<ul style="list-style-type: none"><li>•Hansen ICX Billing System</li><li>• mBOSS</li><li>• Kenan Arbor (10.1, 11.7)</li><li>•BSCS</li><li>• Metasolve</li><li>•Kenan – Order Management</li></ul>	<ul style="list-style-type: none"><li>•Windows</li><li>•Linux</li></ul>	<ul style="list-style-type: none"><li>•SQL</li></ul>	<ul style="list-style-type: none"><li>•Ms Office - Excel, Word, Powerpoint,Visio</li></ul>

## Experience

**DIVISIONAL MANAGER | DISH TV INDIA LTD., GREATER NOIDA | MARCH'18 – TILL DATE**  
**SENIOR MANAGER | VIDEOCON D2H, GREATER NOIDA | JUNE'09 – MARCH'18**

- Day to day interactions with the various business owners from Call Centers, Broadcasting, Customer Service, Marketing, Sales, Finance, and IT to map upcoming business needs / existing issues into technology solutions.
- Gap Analysis, feasibility matrix to map out-of-the-box or customized solution.
- Managing development of the following applications using Software Development Life Cycle – SDLC process.

**CARE (Customer Application for Resolution and Escalation):** CRM Implemented for call centers of around 2K users.

**WFM (Work Force Management):** Used by all-India Customer Support team, including Agencies, SSDs, DSSDs etc. to receive customer's Work Orders for first time installations, field requests etc. This portal also enables CSR's functionality like customer registrations at the field.

**MIS:** In-house Management Information System to provide business critical and easy access reporting database, which includes live summary of the business analytics on-ground.

**DDMS (Dealer Distributor Management System) :** In house inventory management system used across 85K Retailers, Distributors etc. to manage and track inventory from warehouse to retailers.

**Mobile Application for multiple platforms:** A web self-care application developed for mobile users.

**MMS - Material Management System-** Managing the Material management application for service franchises and their engineers.

- Post launch, handling day-to-day operation issues and custom developments as per business requirements.
- Guiding Technical teams through complex technical issues. Handling day today activities of Hansen ICX Billing System/ CARE / DDMS / MIS / Mobile App (d2h Infinity, direct 2 mobile – d2m and Recharge) – Operational and new change requirements.

- First Level of escalation for Hansen ICX Billing System / CARE / DDMS / MIS / Mobile App - Application Operational Issues.
- Common interface between Hansen ICX Billing System team and ICX end users for maintenance / troubleshooting / configuration
- Maintenance / Trouble-shooting of Billing / CRM / MIS applications.
- Business Configuration - Correct and Timely product configuration in Billing System.
- UserID Creation/Deletion - User Management also defining rules and user privileges for billing / CARE application.
- Gathering and Analyzing changes in Hansen ICX Billing System/ CARE / DDMS / MIS / Mobile App (d2h Infinity, d2m and Recharge).
- End to End testing in keeping integration with other systems.
- Providing timely reports / Dumps to business teams.
- Status reports to be shared with vendor and higher business teams about shortcomings in the software (if any) and getting it resolved.
- To test / analyze system design based on business requirement (product feasibility / performance / frontend design).
- Coordination with all other downstream/upstream applications and system owners (Vendors).
- Defining data backup process related to all applications mentioned above.
- Defining data purging policies for all applications mentioned above.
- Implementation of data backup and data purging policies and its adherence with help of Datacenter team.
- Configuring new packages as per new the business requirements.
- Documentation of all business processes and developments (Changes in applications) along with the vendor.
- Defining User Groups/ Rights / Roles and policies for the above-mentioned applications.
- To ensure all audit requirements and security compliance.
- Taking proactive actions in order to prevent Revenue leakage.

## **Implementation Engineer | Xalted Information Systems Pvt. Ltd., Bangalore | May'07 - May'09**

Client: Telecom De Mozambique

- At Telecom De Mozambique (TDM), Mozambique, implemented billing system for 6 lines of business involving PSTN, CDMA, ADSL, ISDN BRI, ISDN PRI, Leased Line and integrated with 12 external interfaces including Internal Provisioning system, Oracle Financial, Yellow Pages, Web Portal, Reconciliation System, Bank Payments. Major functionalities were Customer Care, Network Provisioning with feasibility checks, blocking and reserving Ports on DP, CCP, MDF, different workflows for different Line of Business; rating, billing, physical invoice generation, Treatment of Invoices on non-payment, Trouble Ticketing, Reports.
- Executed multiple tasks including Client Interaction, Partner Interaction, System Requirements, Implementation, Troubleshooting, Parallel runs and Documentation.
- Installation of the complete billing product and training the client IT team for future installations
- Mapping Client requirements as per SRS with the existing system. (GAP Analysis)
- Customization of billing product as per Clients Requirement
- Migration & Validation of Usage Configuration, Customer details & Tariff Configuration

- Integration of billing system with 14 interfaces like Oracle Financials, Yellow Pages, Provisioning System, Payment Interfaces
- Price plan and respective Tariff Configuration
- Analyzing CDRs from Mediation System, Billing System, Rejects and duplicates, Performing Monthly Bill Runs
- Managing Client Feedback
- Providing Inputs to Development Team
- Functionality & end to end testing before every new release

## **Billing & Revenue Assurance | Bharti Airtel Ltd., New Delhi Aug'06 - May'07**

Reconciliation: DEL Level, Calling Level and Value Added services activated to subscribers  
 CDR Reconciliation: CDR Reconciliation between MSU and Arbor  
 Billing System configuration: To audit and verify the accuracy of configuration of various packages, tariff plans, schemes, etc., in BP and new package configurations.  
 Pre-bill run checks: To analyze the discrepancies emerging out of the standard pre-bill run checklist, including proforma Invoices verification and take necessary corrective action before bill run clearance.  
 Post-bill run checks: To execute the sample bills verification activity as per the standard post-bill run checklist, immediately after completion of bill printing at circle/hub location.  
 Billing Reconciliation: Scope of this reconciliation would be as follows: Billable subscribers to Bill 'Print file' generation / Bill 'Print file' to Bills Printed/ Bills Printed to Bills Dispatched  
 MIU analysis

## **Central Billing Operations | Tata Teleservices Ltd., Hyderabad Dec'04 - Jul'06**

- MPS/Usage Processing (COM,MCAP,CAP)
- Invoice Processing (BIP,BIF).
- Configuration of Products (RC, NRC, Discounts),
- CDR Format conversion, Error CDR Clearance,
- Error Account validation of different types of RC, NRC, Discounts, Contracts, Jurisdiction Usage types.
- Reconciliation: DEL Level, Calling Level and Value Added services for activate subscribers,
- CDR Reconciliation: CDRs Rejects Analysis from Switch Vs Mediation Vs BP to analyze and take necessary
- Billing System configuration: To audit and verify the accuracy of configuration of various packages, tariff plans, schemes, etc., in BP,Pre-bill run checks:
- To analyze the discrepancies emerging out of the standard pre-bill run checklist, including Performa.
- Invoices verification and take necessary corrective action before bill run clearance.
- Post-bill run checks: To execute the sample bills verification activity as per the standard.

## **Billing & Revenue Assurance | Bharti Infotel Ltd., Bangalore**

### **Oct'03 - Nov'04**

Reconciliation: DEL Level, Calling Level and Value Added services activated to subscriber's CDR Reconciliation: CDRs Rejects Analysis from Switch VsMediation Vs BP to analyze and take necessary corrective actions to clear the CDR rejected in AMD, BP .Revenue updating and postings Arbor Payment system, MIU analysis for DSL & Voice Lines. Bill run activities

## **Credit Control | Idea Cellular Ltd., New Delhi**

### **Dec'02 - Sep'03**

Pre-paid & postpaid activations, Account auditing, Service provisioning, CPV (Contact Point Verification) MIS Report, Credit limit, Exposure, Fraud management

## **Education**

MBA (TELECOM & IT)

B. SC. (IT)

Diploma in Computers from National Institute of Electronics & Information Technology