## Juni Prabhakar

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**Professional Summary**

Dedicated Apttus professional with 16 + years of experience in consulting, project handling along with enabling customers. Dynamic communicator with excellent management skills and ability to translate complex concepts into understandable terms. . An accomplished professional with conceptualizing, developing, implementing, and managing broad range of activities in form of consulting, pre-sales, enabling and an accomplished Apttus SME



Professional Experience

|  |  |  |
| --- | --- | --- |
| **Company Name** | **Designation** | **Period** |
| Birlasoft Tech Pvt Ltd | Program Director | Aug 2019 – till date |
|  Apttus Software PVT. LTD. | Sr. Technical Instructor | Sep 2017 – Aug 2019 |
| RedKnee INDIA PVT.LTD. |  Technical Trainer | April 2013 – Aug 2017 |
| Nokia Siemens PVT.LTD. | Senior Specialist | Jan 2009 – Mar, 2013 |
| Wipro Technologies LTD. | Contract (NBS) | Aug 2007 – Dec, 2008 |
|  Convergys INDIA PVT. LTD. | Contract (NBS) |  Jan 2007 – July, 2007 |
| ICFAI Foundation  | IT Analyst (Contract/Full-time) |  Mar 2003 – Dec, 2006 |

**Certifications**: Apttus QTC, CLM, CPQ (L1 & L2), ServiceMax (SvMx 101)

Professional Synopsis

* Deep knowledge of technology and ability to train the audience at an advanced level
* Fast learner, able to learn new software systems quickly and pass on knowledge to others
* Subject matter expert on Apttus CLM, CPQ, Billing, Lead to Cash and ServiceMax
* Ability to navigate across a matrix organization to manage programs and projects
* Highly organized with a keen eye for detail to keep work flowing on schedule
* Self-motivated with the ability to work independently as well as with a team of peers

Technical Skills

* Expertise with various CRM’s like Siebel, Microsoft Dynamics CRM, Salesforce
* Expertise with telecom applications on BSS and OSS domains like Billing, Charging, NetAct
* Expertise with Tools like Apttus CLM, CPQ, SF CPQ, ServiceMax
* Expertise with e- learning tools like Camtasia, Adobe captivate, Moodle
* Expertise with designing customer centric Solutions, knowledge sharing modules
* Expertise with creation of quality training content and e-learning videos



Professional Experience

 

Applications: Apttus CLM, CPQ, SF CPQ, ServiceMax, force.com

Duration: August 2019 to till date

Designation: Program Director

Roles: SME / Apttus Consultant / Application lead/ Delivery manager

**Project** : Cision

**Skills** : Apttus CLM, Salesforce CPQ, Sales cloud, Advance approvals, docusign, congasign,

**Role** : Salesforce Application lead

* Managing salesforce instances for different geographies & locations
* Responsible for creation of quality toll gates & ensuring smooth transition
* Understanding applications for each instance & support enhancement
* Effectively managing developer team & ensure timely SLA’s

**Project** : Coopervision

**Skills** : Apttus CLM, CPQ, Advance approvals, docusign, sales cloud

**Role** : Apttus SME/Consultant

* Understanding the application flow along with mentoring resources
* Responsible for requirement gathering, identifying gaps, supporting transition
* Understanding applications along with customization requirements
* Ensure project team is aware of standard out of box functionalities

**Project** : Hulu

**Skills** : Apttus CLM, Advance approvals, docusign, sales cloud

**Role** : Apttus SME/Consultant

* Understanding the application flow along with mentoring resources
* Responsible for requirement gathering, identifying gaps, supporting transition
* Understanding applications along with customization requirements
* Ensure project team is aware of standard out of box functionalities



Product Name: Contract Management, Billing Management, Configure Price and Quote

Domain : IT-Software (Quote to Cash)

Duration: September 2017 to till date

Description:

Apttus Quote to Cash suite consists of E2E integrated products that begins from CRM customer opportunity tab and ends with asset line items creation. This entire e2e flow is supported by various applications. Prominent applications include Contract management, Order management, Billing/Invoice Management along with Product configuration and Pricing configuration

Role: Sr. Technical Trainer / Consultant

* Deliver customer consulting on Apttus best practice to Internals & Customers
* Conduct classroom training sessions, webinars, certifications for the participants
* Delivered trainings on Salesforce admin, CLM, CPQ, Billing, XAE, XAC
* Conducted workshops on ServiceMax for project teams and internals
* Global consultant for various CPQ, CLM and Billing projects for various customers
* Created downloadable PowerPoint presentations and e- learning videos for various trainings



Product Name: Unified CRM and Web-Portals

Domain : Telecom (Dynamic CRM 2013 and self-care)

Duration: Mar 2016 to August 2017

Description :

Unified CRM is a application which is based on Microsoft Dynamic CRM 2013 along with Salesforce and is primarily used as a customer care solution by the CSPs. The reason is to improve the customer statisfaction level by effectively leveraging the CRM application to provide various services for the end user. This includes recording of various complaints and also providing effective resolution to them, also to allocate resources for the services. The solutions is available to the CSP on cloud platform in SaaS model

Web Portals consists of Dealer and Activation Portals which can be used as self-care application by the End User or Dealers to activate the telco customer. It is integrated to the Unified CRM application such that once subscription is created in CRM, it can be then activated by using the appropriate Portals. These Portals also can be used for Top ups and Support Voucher Management System (VoMS)

Role: Technical Trainer / Consultant

* Application administeration and configuration
* Creation of Learning Modules & provide training delivery
* Creation of customer specific training documents
* Provide Customer Consulting on need- basis
* Provide Hands- On experience to the onsite customer
* Deliver sessions on MS Dynamic CRM along with Salesforce
* Participate in Product Management Sync calls

Product Name: Unified Billing (BSS)

Domain : Telecom (Customer Billing and Invoicing)

Duration: May 2015 to February 2016

Description:

Unified Billing is a telecom billing application and primarily used for Billing, Schedule Bill Cycle Runs, Generation of Invoices, Collections for postpaid and hybrid along with G/L reporting and maintaining Product Catalogue. Unified Billing is the master w.r.t creation & administering Price Plans, Services, Credit Category, Account Role / Type

Unified Billing Application also supports Dunning/ Collections process along with its levels. All the major entities of Unified CRM are also maintained within Unified Billing. It is also integrated with external entity like HLRs, PRBT, SMSC etc.

Role: Technical Trainer / Consultant

* Application administration
* Creation of Account, subscriber, price plans etc.
* Creation of customer specific training documents
* Creation of e-learning modules for the customer
* Provide Customer Consulting on need- basis
* Provide Hands- On experience to the onsite customer
* Support internal team building activity by sharing knowledge
* Participate in Product Management Sync calls

Product Name: share@once (facebook)

Domain: Telecom (customer self care app in facebook)

Duration: November 2014 to April 2015

Description:

The self care app which is created on facebook platform and allows the end user to access the app using facebook profile. It benefits the CSP by leveraging the concepts of viral marketing, sentimental analysis etc available within the social media platform. This solution from Redknee is a part of Billing Support System (BSS)

Role : Senior Specialist

* Involved in setting up of the training enviroment
* Application configuration and security admin
* Creation of subscriber plans, products
* Involved in handling of marketing use cases (MUCs)
* Creation of customer specific training documents
* Creation of e-learning modules for the customer
* Provide onsite consulting and application training to the customer
* Provide Hands- On experience to the onsite customer
* Support internal team building activity by sharing knowledge

Product Name: Policy Control Server (PCS)

Domain : Telecom (QoS and FUP)

Duration: January 2014 to October 2014

Description:

The policy control server solution helps in balancing the network traffic by avoiding congestion scenarios and providing QoS to enrich the end customer experience. It also facilitates features like VoLTE (Voice over LTE) which can be used by customer for data calls over the CSPs network. It also provides for Policy control for todays mobile broadband along with LTE based Voice, data service for the end user. PCS is used along with a charging & rating engine to trigger the various policies.

Role: Product Specialist

* Involved in setting up of the training enviroment
* Working with PCS interfaces and message flows
* Application troubleshooting by using various alarms
* Involved with Policy Writing module for the CSPs
* Involved in handling of marketing use cases (MUCs)
* Creation of customer specific training documents
* Creation of e-learning modules for the customer
* Provide onsite consulting and application training to the customer
* Provide Hands- On experience to the onsite customer
* Interact with R&D based on feedback received from customer
* Support internal team building activity by sharing knowledge

Product Name: Unified CRM (customer care)

Domain : Telecom (Microsoft Dynamic CRM 2013)

Duration: April 2013 to December 2013

Description:

Unified CRM is a application which is based on Microsoft Dynamic CRM 2013 and is primarily used as a customer care solution by the CSPs. The reason is to improve the customer statisfaction level by effectively leveraging the CRM application to provide various services for the end user. This includes recording of various complaints and also providing effective resolution to them, also to allocate resources for the services. The solutions is available to the CSP on cloud platform in SaaS model

Role: Product Specialist

* Application administration
* Creation of Account, subscriber, price plans etc.
* Involved in handling of marketing use cases (MUCs)
* Creation of customer specific training documents
* Creation of e-learning modules for the customer
* Involved with subscriber management for the CSP at application level
* Provide Hands- On experience to the onsite customer

 

Product Name: Netact (NMS)

Domain: Telecom (Operational Support System)

Duration: Feb 2012 to March 2013

Description:

Netact is a network management solution (NMS) from Nokia Siemens Networks and is primarily used to control Network Elements within OSS like BTS, RNC, LTE etc. This solution helps in monitoring, administeration & performance of the network elements. Netact can be used as a umbrella solution, which means irrespective of geographical distribution of the NEs, it can be controlled & monitored through one Netact solution

Role: Product Trainer

* Primary Trainer for APAC and MEA regions at customer location
* Involved in internal training delivery to various regional team
* Consistenly received excellent rating from customer, internal teams
* Involved in handling of marketing use cases (MUCs)
* Creation of customer specific training documents
* Administrator for LMS Moodle to offer remote trainings
* Involved with application user Training for various alarms, access controls etc.
* Involved with various stages of Cudo (customer documentation)

Product Name: NetAct Energy (Green C)

Domain : Energy (Green Energy solution)

Duration: May 2011 to Feb 2012

Description:

Netact Green energy solution (Green C) used to primarily harvest green energy by using solar panels, along with support for diesel gensets for remote location. The solution could be used to setup BTS etc. in areas without depending on electric grids. The solution could be remote controlled since it would generate necessary alarms which could be then used to troubleshoot the problems. The alarms were customized so as to include various aspects in remote location incl. door open, low fuel etc. The communication channel used for this was GPRS along with Emerson controller

Role: Product Trainer

* Primary Trainer for the product globally
* Consistenly received excellent rating from customer, internal teams
* Involved in handling of marketing use cases (MUCs)
* Creation of customer specific training documents
* Administrator for LMS Moodle to offer remote trainings
* Created e-learning module to support remote trainings
* Provide Hands- On experience to the onsite customer
* Involved with various stages of Cudo (customer documentation)

Product Name: charge@once business (customer care)

Domain: Telecom (Siebel Order Management)

Duration: January 2009 to March 2011

Description:

charge@once business solution was primarily designed as a one- stop customer care solution for the CSPs. It was based on Siebel- CRM (order management module) and included features like customer provisioning, product configuration, Point of sales (PoS), invoicing and storing of customer data within the application. It also supported 360 or single screen view for the call center agent to address/resolve issues

Role: Siebel Trainer

* Introduction to Order Management (Siebel-CRM) within charge@once business
* Enabling on charge@once business Billing and Invoicing system
* Introduction to CRM Fundamentals - charge@once business
* Siebel 7.x configuration, workflows & EIM sessions for project team
* Involved in handling of marketing use cases (MUCs)
* Creation of customer specific training documents
* Involved with various stages of Cudo (customer documentation)

Project Details: 

Project Name: Cable and Wireless

Domain: Telecom (customer care)

Duration: August 2007 to December 2008

Role: Siebel Trainer (On Contract)

* Developed and customized the training schedule contents in association with Talent Transformation department of Wipro
* Constant Monitoring and Evaluations conducted by me for the overall improvement of the trainees
* Coordinated with Project Sites/HODs as per Project based training requirement
* Training conducted as per the levels Beginner, Intermediate and Advanced
* Involved in preparing the weekly, monthly, and quarterly Training plan
* Discussed various real time cases and subsequent solutions with trainees
* Sample Codes and tutorials were used on regular basis
* Feedback was given to all the trainees on weekly basis for enhancing their technical skills
* Testing skills by assigning sample projects and case study

 

Project Name: Visage Mobile

Domain: Telecom (Siebel customer care)

Duration: January 2007 to July 2007

Role: Siebel Trainer (On Contract)

* Developed and customized the training solution for Visage project team
* Delivered siebel configuration, EIM and workflow training to the team
* Training conducted as per the levels Beginner, Intermediate and Advanced
* Involved in preparing the weekly, monthly, and quarterly Training plan
* Discussed various real time cases and subsequent solutions with trainees
* Testing skills by assigning sample projects and case study

 

Project Name: Payroll Management, Library Management

Domain: Academic Institution, ICFAI

Duration: March 2003 to Dec 2006

Role: IT Analyst (Contract / Full – time)

* Involved in designing of the project along with the development activity
* Involved in back end coding using Pl/Sql
* Involved with project team interactions and knowledge sharing



Educational Qualification

Post-Graduation: MCA (Regular) with first division

Under Graduation: BSc (Computer Science)

Personal Details:

Name: Juni Prabhakar

DOB: 20/07/1977

Marital Status: Married

Nationality: Indian

Passport No: M4776337

Languages: English, Hindi

All the above information is true and correct to best of my knowledge. I am confident that I will do justice to the job entrusted to me with great sense of professionalism