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 saikrushna

CV



Saikrushna Panigrahi

PROFESSIONAL SUMMARY

- Senior IT Professional with experience of over 20 years in strategic consulting, program management, solution design, process consulting and software development.
- A technocrat professional in:
 - **Implementations:** Siebel, Salesforce, CPQ, Cloud, Agile, DevOps, BSS/OSS.
 - **Solution Architecting**
 - **Project, Program & Delivery Management**
 - **Pre-Sales Consulting**
 - **People Management**
 - **Problem Solving and Analytical Skills**
 - **BSS/OSS Expert**
 - **Business Analysis**
 - **IT & Service Operation Management**
 - **Change & Quality Management**
 - **Training & Development**
 - **CPQ & CRM Specialist**
 - **Cloud & DevOps Implementation Architect**

IMPLEMENTATION

- Skillfully Implemented Telecom Product Catalog and Order Orchestration Process in Zain Kuwait Telecom, Spark New Zealand, Equinix Data System, Telstra, O2 and Deutsche Telecom.
- Designed and Configured 30 seconds TPM process for CND, Heinekens and IFFCO.
- Designed and implemented the Cloud Infrastructure, DevOps, and Agile on Zain Telecom.

DOMAIN & CLIENT

- Call Center, Retail, Consumer Goods, Automobile, Telecom, Network, Partner Portal, Sales, Public Sector, Insurance, Pharma, Product Life Cycle Management, Healthcare, TPM-CTM, Loyalty, Digital Marketing, Billing, Biometrics, Digital Platform, Online Sales, Warehouse, Sales Cloud, Service Cloud and Marketing Cloud.
- **Key Client:** Deutsche Telecom (TCOM), Telstra, O2 Czech, O2 Germany, Hansenet, Vodafone, Nextel, Spark – NZ Telecom, Zain Telecom, Equinix Data Systems, CITRIX, CIOSS, CND, WestJet, Finnair, Nokia, IFFCO, Ansell, Heineken

Managerial Exposure

- Managed the Program, Project Delivery
 - Project Plan, Resource and effort estimation, Task Monitoring, Release Process, UAT execution, Lesson Learning, Automation Plan and Tool/Asset development, Commercial discussion with business and stakeholders, Attending the Governance meeting, Lean implementation, Quality and Risk mitigation, Program Management, Practice development and Pre-Sales consulting.
- Project tracking, control & reporting, identifying risks and developing mitigation plan
- Drive continuous improvement on IT Operation, delivery, Agile, DevOps, Kanban, and Lean
- Problem Solving and Analytical skills to meet production application issue and provide a robust and highly consistent solution
- Evaluating new technologies and formulating IT strategies, functioning as key driver for IT business process design and solution identification
- Engage and discussion with multiple Stake holders for Project Implementation, Commercial discussion, Budget, effort estimation, Timelines and UAT with business.
- Managing Program Accounts budget, resource allocation, Profit/Loss Analysis, governing.
- Worked in GAP Analysis, Audit, Review, RFP, RFI, Pre-Sales, Demo and won multiple clients.
- Worked on Development, ADM, Support, Incident, Release, Problem Solving, Task Force.
- Project tracking, control & reporting, identifying risks and developing mitigation plan
- Managed the Release Management of multiple application with DevOps.

- Proficient in strategic, Operational planning, Costing and Pre-sales
- Solid experience on Pre-Sales and own multiple projects for company.

Technical Exposure

- Application
 - Software: ECM, EOM, EMM, EMA, BSCS, Charging, OLM, EDA, CADE, IXC, CPQ
 - BSS/OSS Implementation: Mobile, PSTN, Bolte, DSL, ADSL, SES, Cable, VOLTE, VOWIFI, BEAM, Network, ESIM
 - Perform the Lead role on the Performance Tunning workshop of Final go of application.
 - OMNI Channel Integration
 - Digital Transformation
 - Design, development experience on Salesforce, Siebel, Dynamics, RightNow, Eloqua, Oracle Cloud, Vlocity, Big Machine, CPQ.
 - Techno-functional SME
 - CTM – TPM, Sales Volume Planning, Program, Audit, Plan, Schedule
- Siebel
 - Product Catalog, Pricing, C/OM, EAI, EIM, Performance, TPM-CTM
 - PSP, OM, XSLT, RCOIS, COIS, SIS OM PMT, MACD, ABO
- Salesforce - Vlocity
 - Product Catalog design for Direct Lines and Mobile
 - Calculation Matrix, Advanced Rule, Context, JSONAttib, Bundle, Price Plan, Promotion, Discount, Bill Adjustment
 - Vlocity Omnistudio – Data Raptor, Omniscript, Flex Card
 - Integration Procedure design and developed for SFI to Mule
 - Create Rest API for integration flow
 - Order Orchestration and Order Decomposition Plan
 - MACD Order Process design
 - ESM – Design and Develop Quotes and Order Process as per Business
 - CLM Process design, Amend, Renew, Replace, Contract
 - Developed the Objects in SFI – CLI, Data Security, Data Model, Workflow, Flow, Process Builder
 - LWC – Vlocity action Button, Integration, Design
 - Sales, Service and Communication Cloud
 - Vlocity – Actions, Attributes, Terms, Document Clauses, Templates,
- ECM (DXP) – Attribute, Product, Order Process, Billing Catalog, Network Command, Charging Command
- Dynamics – Service Request, Proposal, Lead, Sales Volume, Program, Plan, Schedule.
- DevOps –
 - Continuous integration/ build automation used Jenkins and BluePrism
 - Deploy, Administer, Configure, implement, and maintain DevOps Systems
 - Code review
 - Test programs or databases, correct errors and make necessary modifications to ensure high resilience and performance tuning
 - Work with business stakeholders, other system administrators or 3rd-party vendors to implement and test system changes or apply corrections, fixes, patches, etc.
 - Implementation experience on Git, GitHub , CI/CD, Jenkins, Visual Studio, Powershell, Bash Scripting, Python, JMeter, SVN, Rosetta, Linux, Unix, CLI
 - Lead and co-ordinate the Go-Live activities including the execution of the deployment Plans and checklists.
 - Organize the CAB meetings to discuss release scope and/or roadblocks with all stockholders.
 - Maintains a release repository and manages key information such as build and release procedures, dependencies, and notification lists
 - Conduct Release Readiness reviews, Milestone Reviews, and Business Go/No-Go review Produce Deployment, Run Books, and Implementation Plans

- Cloud –
 - Azure: CLI, IaaS, PaaS & SaaS, SQL, NoSQL, Blob, Data Factory, ARM, PIM, MCAS, Microservices, Cluster, Container, Storage
 - GCP:
 - GCE, GKE, GAE, GCS, Cloud SQL, VPC, Resource Manager, Stack Driver, Cloud CDN, Cloud IAM, GSuite Infrastructure as Code.
 - BigTable, Big Query, Dataproc, Dataflow
 - Design, development, implementation, operation improvement and debug cloud environments in GCP & Azure and Cloud Management Platform and orchestration tools.
 - Monitoring – Server, Network, Cloud, Application, Services
 - Experience on Relational database, MySQL, and NoSQL database.
 - Experience on Containerization (Kubernetes, Docker), Microservice Architecture
 - Experience on implementing solution for cloud systems.
 - Good understanding on Cloud security model, cloud network security and securely deploying infrastructure in the cloud
 - Integrate identity management and modern authentication and authorization protocols such as OIDC, OAuth
 - Experience on Azure App Services, App Service for Containers, Azure Functions
 - Implementation experience on Azure and GCP infrastructure solution for Apps, Data Platforms
- Agile –
 - Worked as Product Owner – collect the requirement and designed the solutions for end to end and update the story on Jira and Confluence. Maintained the Backlog
 - Implemented the complete Agile and Kanban process with Jira and Confluence
 - Worked as Scrum Master of project and maintained the sprint.
 - Implemented the Jira, Confluence, KANBAN on Agile
 - Responsible for reporting key metrics for sprint execution, test Execution, bugs, issues, risk, etc. to the leadership / project team
 - Communicate all key project plans, commitments, and changes including requirements, QA plans, schedule, and scope changes
- BSS/OSS –
 - Designed the e2e Solution on Payment, Billing, Channel, Order Orchestration, Network element/command, Charging flow, Auto Renewal flow, eSIM SES process, Enterprise business solution, IOT, Storage, social media, Mediation process, Voucher/Refund process, DIAR and collection process
 - BSCS, IXC, EMA, EMM, SS, SES, BI, CS, OLM, EOM, ECM, TIBCO, RODOD, OSM, OPH
 - Experience on RODOD, CBIO2, eTOM.

PROJECT (Vlocity- Salesforce)

- Zain – Role (Enterprise Architect)
 - Design custom object for Support Order process in SFI, Siebel, EOC, EMM, BSCS and EDA.
 - Designed and developed process for the support request
 - Support various internal sales and marketing teams to understand the business request.
 - Transformation of the As-Is business process to To-Be solution.
 - Manage data feed and solution approach for various business prospect
 - Design custom object for Support E2E Order process.
 - Worked as Product Owner and Solution Architect for complete BSS/OSS.
 - Managing and Leading the Governing Meeting.
 - Grooming the resource.
 - Analyze the software for to be solution.
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- Telstra – Role (Enterprise Architect)
 - Designed and Developed the Mobile Product Model for CFSS, RFSS and CCS
 - Design Vlocity EPC Model
 - Organized and attended the Workshop for various functionalities

- Convert the Requirement to Functional and Technical design
 - Worked with Multiple vendors and provided the demo on each Vlocity functionalities
 - Designed and developed Integration process with TIBCO ESB, Mule, Oracle, EOM, CS with SFI
 - Developed Multiple Omniscrypt flow for project
 - Design the Order Process
 - Designed and developed Quote and CLM Process
 - Involved in various architecture blueprint assignment, with close communication with business owner in creating business canvas model, operating model and architecture roadmaps.
- AT&T – Salesforce – Role (CPQ Architect) – Technical Architect
- Working on Order and MACD Process
 - Designing the solution for Order, MACD, Quote and Contract flow.
 - Working as Telecom domain expert
 - Design the Quote and Contract flow
 - Designed the SFI and Mule Flow for Quote, Contract and Order Process
 - Designed and Developed the Omniscrypt and Integration Procedure
 - Designed the Omnichannel on 360-degree view
 - Designed the Product Model and Orchestration plan.
 - Designed the Flex Card
 - Developed Vlocity Document Templates and Clauses
 - Developed Omniscrypt and Integration Procedures
 - Working with Business to understand the Functionalities and attending the Workshop
 - Preparing the Functional flow on Lucid chart and convert it to technical design for developer
 - Guiding to the developer for all the process
 - Design and develop the Quote to Order Process, Contract Flow
 - Order Orchestration and Decomposition Process
 - Docx file change for Contract generation
 - Complete Support Work Request design and developed on VIP with flow builder
 - Designed and developed on Product and Quote process
 - Created the Billing Process, eSign and bill preview on SFI
 - Designed and developed multiple modules in the ESM application and vlocity Package
 - Worked as Product Owner and Business Analyst on Billing, Quote and Order Process.
 - Worked on Apex and LWC.

EDUCATION

- MBA – Andhra University, Visakhapatnam, Andhra Pradesh
- B. Sc. (Hons.) – Berhampur University, Berhampur, Odisha

INDUSTRY EXPERIENCE

























- ✓ Solution Architect at Ericsson Global Services India Pvt. Ltd., Bangalore from 09, May 2017 to present
- ✓ Solution Architect at KUWAIT ERICSSON TELEPHONE EQUIPMENT & SERVICES (KSC) from 21, May 2019 to 07, May 2021
- ✓ Solution Architect at Ericsson Global Services India Pvt. Ltd., Bangalore from 06, March 2017 to 20, May 2019
- ✓ Solution Designer at **Tech Mahindra, New Zealand**/Pune from 08, April 2015 to 08, Feb 2017
- ✓ Sr. Solution Architect at **ITC InfoTech India Ltd.**, Bangalore from 08, March 2012 to 31, March 2015
- ✓ Team Lead at **Accenture Services Pvt. Ltd.**, Bangalore from 04, July 2007 to 07, March 2012
- ✓ Sr. Siebel Consultant at **IBM India Pvt. Ltd.**, Pune from 03, April 2006 to 15, Jun 2007
- ✓ ASM at **Lamour Cosmetics India Pvt. Ltd.**, Faridabad from 09, September 2000 to 24, March 2006.

IT SKILLS

- CRM : Siebel (6.0 / 8.x /IP19), Salesforce, Dynamics 365, RightNow, SalesCloud, Remedy, Hybris

- CPQ : Salesforce, Ericsson DXP, ECM/ESM, Vlocity, BigMachine
- Marketing : Salesforce, Eloqua, Marketo, Siebel
- Integration : TIBCO, Mulesoft, SOA
- OSS/Billing : EMM, EMA, BSCS, Salesforce, EOM, OSM, SES, ESM, Ericsson CS 18
- Cloud : Kubernetes, Docker, Ubuntu, AWS, GCP, Azure, Oracle
- Tools/Apps : Jira, Confluence, IBM (ClearCase, ClearQuest, RPD, RPM, Rose, RPM)
- Agile & DevOps : JenKins, GIT,SVN,, Rosetta, Agile
- Database : MSSQL, Oracle, MongoDB
- Script : HTML, XML, JQuery, CSS, Apex, eScript, Python, R, Shell, PowerShell
- OS : MSDOS, Windows, Unix, Solaris, VM, , Docker

CERTIFICATIONS

Certificate	License	Certificate	License
	Salesforce Certified Administrator 21873014		Certified Scrum Master - 001105887
	Azure Solution Architect Expert H678-9047		Prince2® Registered Practitioner 02305413-01-JFQB
	AZ-304 Microsoft Azure Architect Design		MSP® Managing Successful Program GR636000040SP
	AZ-303 Microsoft Azure Architect Technology		COBIT®5 IT Governance
	AZ-404 Designing and Implementing Microsoft DevOps Solution		Benchmark Six Sigma Lean Six Sigma Black Belt - 10544037
	 Secure Service Cloud		Benchmark Six Sigma Six Sigma Lean Green Belt - 120826G55120
	 Cloud Computing		Benchmark Six Sigma Six Sigma Lean Management - LMC1488
	 Information Security Management ISO/IEC 27001		https://trailblazer.me/id/saikrushnapanigrahi Salesforce : Administration, Developer, Apex, CPQ, Billing, Reporting
	 ITSM ISO/IEC 20000		Completion of Charging System 18, EMM R18.2, DXP, MMA, EOC, ECM, Ericsson Cloud 17.1, Ericsson Packet Core and Public Cloud, AI for Telcos, CompTIA Linux+, CompTIA Cloud+, DEVOPS
	ITIL - MY738592		OmniStudio Developer 22396335

