

Peeyush Gupta

CSM®, ITIL®

Sr. Business Analyst

+91 9871925675

piyush.gupta1501@gmail.com

Navi Mumbai, IN

SUMMARY

Dedicated Business & Technical Consultant with diverse operational experience in both IT development and Telecom Products. 13+ years of experience creating customized solutions to address specific customer requirements, improve overall productivity, and dramatically increase efficiency. Extensive IT and Telecom OSS/BSS experience including building a complete system architecture from the ground up to meet specific client requirements.

KEY SKILLS

- Software Development • Requirement Gathering • Unit Testing • Agile Methodology • Code Optimization
- Documentation • Coordination • REST APIs • Troubleshooting • Automation

TECHNICAL SKILLS

- **Languages:** HTML, JavaScript, XML.
- **Tools:** TOAD, Putty, SQL Server, SOAP UI
- **Telecom Product Applications:** TABS 7.1, Kenan FX/BP, Geneva Billing, BSCSS, Clarify (CRM Tool), Remedy Action Request.
- **OS:** Windows, Linux
- **Software:** Apache, Tomcat
- **Database:** Oracle 11g, 12g, 19c, Oracle Apex, Plsql.

CERTIFICATIONS

- Certified ITIL V3, by Exin, '12'.

PROFESSIONAL EXPERIENCE

AOWS Business Services Pvt. Ltd., Hyderabad

Sr. Business Analyst

Gurugram, IN

Apr '17 - Present

Offering a vast line of quality assurance services including functional assurance, performance engineering, test automation and real-time user experience management & monitoring. AOWS's vision is to help companies improve the quality of software being delivered worldwide.

- Liaise with cross-functional teams throughout the business and technology to develop business cases that demonstrate the purpose and value of technology projects.
- Perform business analysis of eCommerce sales and operations to improve overall business performance.
- Define and create use cases and value proposition through market research and create metrics for data-driven and value-driven business decisions.
- Work cross functionally with the business team, technology team, and project manager to design and specify large scale complex business solutions.
- Collaborate with technical development teams for new implementations, functionality enhancements, application updates and performance issues and bugs.
- Analyze the changes in the user stories to support the development process and communicate changes in established expectations to the project manager and stakeholders.
- Provides references for users by writing and maintaining user documentations; providing help desk and end user training.
- Work as part of the Agile Scrum team to deliver comprehensive changes to our internal/external business
- Work with the product owners to groom and define User Stories, Acceptance Criteria and BDD/What-If Scenarios.
- Requirements Gathering/Documentation - Designed and documented detailed business requirements, functional requirements utilizing PMO & Governance approved templates.

Ericsson Global India Ltd, Noida

Senior Solution Integrator (Sr. Business Analyst)

Noida, IN

Nov '16 - Mar '17

In Zain KSA, Reload Technology Transformation (RTT) project is to transform the complete BSS stack from TABS to Oracle® Siebel CRM and Ericson® CBIO Solution. I am working mainly as Lead BSS Architect having below major responsibilities
E2E Implementation of Campaign Management Solution and Lead Management Solution under Siebel Marketing (CRM) for Saudi Zain Telecom Operator.

Onsite (Saudi Arab)) experience of 2 months (From Dec-2016- Jan-2017).

- Gathered and documented business requirements for existing and future business systems.
- Create/ Review high level and low-level design documents which should cover all customer requirement documented during initial stages
- Perform business process re-engineering to make sure not to miss any critical requirement
- Review low-level design and deep dive into the solution to ensure correct technical implementation
- Perform product mapping for existing product and design product model best fit for current products and convenient to accommodate new changes

- Certified **Oracle Certified Associate (OCA)** , by Oracle Inc, '12'.
- Certified **ISTQB-ISEB Certified Tester Foundation Level (ISTQB)** , by BCS, '13'.
- Certified **Blockchain Developer** , by Edureka, '19'.
- Certified **ScrumMaster (CSM)**, by Scrum Alliance, '20'.

Career Profile:

- Having **13+ years** of **Telecom & IT** Software industry experience, and adept in all stages of Telecom Operations & project lifecycle, right from capturing of business requirements, publishing application/e2e designs, development, testing, coordinating user acceptance testing (UAT), production support, and maintenance.
- Knowledge of Telecom Technologies like 2G, 3G,4G, RAN, Transmission, IN, VAS, BSS, OSS, IMS, Core,IOT, Wireline and IP Technologies.
- Good experience in management of people and Ability to Manage 24*7 Shifts.
- Experience in Project Management (Project Planning, Project Execution, Quality Management, Risk Management, Project Estimation, Project Scope, Change Management, Configuration Management, Escalation Management, Customer Communication),
- Enthusiastic experience-level Scrum Master. Have worked in Agile environment as a software engineer for 8+ years. Worked on several Scrum teams and filled in as Scrum Master on several occasions. Proven history of successful work with cross-functional teams.
- Good Experience of client interaction and Documentation part.
- Also, having good knowledge of Application Consulting, Development, Support, Testing & Maintenance in various domains.
- **Manage End to End TCG, Bypass and RA&FM system tools, from RFQ to implementations and analysis of issued reports, so that it provides clear value addition to RA&FM activities .**
- Having around 8 years of Team management experience.

- Data Migration process alignment with the overall project
- Review test strategy and test documents used as part of SIT and UAT
- Conduct UAT with business teams and train them regarding new solution being implemented
- Hands-on experience on Ericsson Voucher system to manage all voucher related activities
- Managing project management related activities to make sure all activities are completed within time and with allocated resources
- Identified system problems and sought efficient resolutions.
- Work closely with the development and product teams and clearly communicates with all stakeholders in the management and progress of projects
- Collaborate and provide business analysis support to the product owner, business sponsors, SMEs and testers during development
- Answer adhoc questions and provide clarification/direction to development and support teams regarding user stories and functions
- Hands on experience in Upgrading Siebel 7.7 to Siebel 8.0.
- Design and review data models pertaining to the requirements outlined. Compile the most optimum and feasible design in terms of performance and maintenance, after thorough analysis of the requirement.
- Supervise a team of 7 members ensuring that the work is equally distributed and each team member has got an important role to play within the teams activities.
- Create technical specifications, process/workflow design, user acceptance test planning and cut-over planning.
- Assisted with integration, system, and User Acceptance Testing (UAT).
- 24x7 BSS/OSS Operations.

TECHniPP Technology Pvt. Ltd. Gwalior

Sr. Business Analyst (Techno Functional Consultant)

Gwalior, IN

📅 Dec '13 - May '16

E-governance Project Training and implementation,

- Understanding of prototyping tools
- Experience producing detailed wire frames, process flows using industry standard tools (Visio, or a similar program)
- Passion for being the voice of the business and a proven track-record building effective solutions
- Strong verbal, interpersonal and presentation skills
- Visio or similar tool, SQL, Mercury Quality Center 8.2-10.0, JIRA, TFS, VersionOne, InVisionapp
- Willingness to put in the time required to complete tasks on time
- Understand business needs/requirements and translate that understanding into a form that leads to the creation and/or composition of better process and/or technology solutions in the Sales, Distribution and Trading space, always aligned with the Global template
- Guide business customers through business case development for new applications/functionality, including cost / benefit analysis and risk / impact analysis

Mara-Ison Technologies Pvt. Ltd. Gurgaon

Business Analyst (Technical Consultant)

Gurugram, IN

📅 Dec '11 - Nov '13

Responsible for implementation of TABS 7.0 Products in Airtel Bangladesh & Kenya. Onsite (Kenya, Bangladesh) experience of 12 months (from June 2012 – May 2013).

- Strong knowledge of telecom services
- **Onsite (Kenya, Bangladesh) experience of 12 months (from June 2012 – May 2013).**
- **Onsite (Saudi Arab)) experience of 2 months(From Dec-2016- Jan-2017).**
- Telecom OSS/BSS domain includes various areas like Revenue Assurance, Service Provisioning Service Activation , Telecom Post Paid and Pre Paid Billing Systems.
- **Excellent work experience in Telecom Billing concepts and Telecom E2E process like Oracle Customer Care Billing Application Testing, Siebel CRM, ORACLE BRM billing concepts P P, GL, PRICING , RATING, INVOICINGIntec Single View Convergent Billing and Geneva Billing & Kenan Fx, BSCS, TABS(ITS), IN Charging System.**
- Good knowledge of Production support activities.
- Wrote ad-hoc stored procedures to generate various reports for the Benefits Coordinator.
- Define areas for reactive data interrogation (where the team will focus on finding abnormalities in transaction data that may be an indicator of errors or revenue leakage, ...)
- Partner with other department teams to design, develop and implement best practices to assess, manage and prevent fraud and leakages.
- Work closely specifically with IT and build a strong working relationship with its members in matters of reporting, billing, charging.
- E2E Implementation of Campaign Management Solution and Lead Management Solution under Siebel Marketing (CRM) for Saudi Zain Telecom Operator.
- Profound understanding of telecommunications technologies and products .
- Ability to efficiently supervise teams.
- Handling various service operations for the companies.
- Played an instrumental role in developing new strategies and operations practices to streamline and optimize the processes for better results.
- Initiated training for the staff to add to their current knowledge and skills.
- Instrumental in conducting client/

- Worked as Team Lead and Business Analyst for (CCBS) IT billing team involved in collating and evaluating requirements from other departments (Marketing/Sales/B2B) and to provide IT solutions based on business requirements.
- Interacted with various stakeholders (Internal/External Audits/IT teams) to analyze as-is process flows to identify gaps and areas of improvements.
- Managed BSS/OSS Operations including product management (addition of new products & services), price management, order management, and customer management. Supervised all types of CDR analysis, data processing and reporting to monitor daily/weekly/monthly Traffic and Revenue trends extracted from the Oracle database.
- Involved in documenting and implementing internal processes including SOPs, cross functional processes using eTOM & ITIL practices.
- Updated project progress to the senior management and other stakeholders using detailed reports and presentations to enable effective decision making.
- Billing System Upgrade .
-
- Work closely specifically with IT and build a strong working relationship with its members in matters of reporting, billing, charging.
- To work closely with HITS team to implement the project at client side.
- Configuration and implementation of TABS 7.0 Provisioning module (PRV), Inventory handling and Resource Management(TRM).
- Create technical specifications, process/workflow design, user acceptance test planning and cut-over planning.
- Assisted with integration, system, and User Acceptance Testing (UAT).
- Understanding the requirements and preparing technical function specification documents (FRS).
- Coordinating with the team members and assigning task to team members.
- Implementation of DRM (Dealer Retailers' Management) for Dealer's commission disbursement
- MPS implementation (of New Products and Services) in TABS.
- Integrations of VAS Services with TABS including ITS2, RBT, SCB, FHOP for Premium charging.
- 24x7 BSS/OSS Operations .

Gain Positive Internet & Communications Services (GPICS), Bhopal

Software Engineer

Bhopal, IN

📅 Dec '10 - Jul '11

Rajyashiksha children Project name Cohort System.

- Developed SQL Script for creating daily basis Report supporting Rajyashiksha children.
- Responsible for testing database program application and developing data model
- Handle the tasks of writing database code and monitoring database performance
- Perform responsibilities of entering data and processing information in computer systems
- Assigned the tasks of developing standards and guidelines for protecting database systems
- Responsible for evaluating work flow chart, correcting database errors, and modify database systems, if required

Aircel Limited

Application Lead (Techno Functional Analyst)

Bhopal, IN

📅 Mar '10 - Nov '10

customer need assessment so as to provide them with the required services with custom plans.

- Skills for working on multi-tier telecom environment.
- Equipped with the technical principles of telecommunication and all the procedures involved there in
- good time management skills for successful management of projects.
- Strong managerial skills and the ability to lead a large team of subordinates towards achieving the company objectives.
- Skills for keeping the employees motivated throughout the project SA as to exact efficient performance from each one of them.
- Sound knowledge of all the telecom communications models and ability to modify a particular model as per the company needs and results in mind.
- Ability to work efficiently even under the most stressful of situation.
- Extensive knowledge of Billing/Prepaid& Post-paid database objects. Has comprehensive grasp of Oracle, SQL, PL/SQL, UNIX and other technologies. Telecom Billing, Strengths include error analysis and resolution.
- Good knowledge of Telecom Billing systems (Domain knowledge)
- Very proficient in writing Packages, Stored Procedures, Functions, Views and Database Triggers in PL/SQL with extensive use of Oracle Advanced Queues and Oracle XML DB.
- Having extensive experience in SQL query tuning, analysing of explain plans, and troubleshooting of Oracle DB level problems like session locks, resource crunch and so on.
- Very clear and vivid understanding of the Oracle Architecture.
- Very thorough understanding of the Object Oriented Programming Concepts.
- Have worked in maintenance assignments for the Telecom domain, involving enhancements and production support.
- Have worked in delivering numerous E2E solutions for the Telecom Billing domain and have been well acclaimed for leading a production support team for the billing application of one of the world's

 *Successful Launch of MPCG Aircel.*

 *Streamlining of Ops OMIM team for PAN India Nominated as key member in task force for Application to streamline CRM across all the new circles*

- Developed and conducted ad hoc analysis in pursuit of root-cause understanding of various challenges and issues presented to the business related to inventory support.
- BSS/OSS integration architecture of client AAA and service control systems.
- Worked with SQL queries using MS Access for data manipulations.
- Acted as a liaison between business staff and technical staff to articulate needs, issues and concerns.
- Project duties included multiple task project assignments, scheduling and tracking; facilitating meetings with all levels of the business community for requirements gathering, project development, design considerations, impact and risk analysis, and quality control of client acceptance testing.
- Pre-provisioning MSISDN in Kenan, HLR and Activation database.
- I have worked in different entities like SMSC, USSD, HLR and VLR.
- Review of the test cases written for integration level
- Analyzed requirements utilizing various methods. (E.g. sample data from SQL queries, Screen Shots, reports, prototype screens, sourcing information, and other data models.)
- Successfully designed and implemented scalable, highly available database architecture (UDM, Unified Data Model) to support various Path applications
- Expertise in development of High level design, Conceptual design, Logical and Physical design for Database, Data warehousing and many Distributed IT systems
- Performed testing on a data warehouse platform, including data integrity and data validation.
- Conducted JAD sessions with the participation of the users and the stakeholders to gather requirements.
- Reporting and Tracking of defects. Establishing operations right from the scratch.
- Tracking all application availability and performance.
- Worked on **Kenan FX** OMIM tool.
- Responsible for ADHOC reports.
- Co-ordination with IT in terms of application way in & accessibility
- Status checked for all services of MSISDN on HLR.
- Ensure 100% adherence to Quality specifications
- Responsible for Reconciliation for HLR and **Kenan FX**
- Responsible for consolidated MIS reports for CDR's.

TCL(Tata Communications Limited)

Sr. Software Engineer (Telecom Operations Analyst)

Mumbai, IN

 May '09 - Mar '10

RBU (Retail Business Unit.), Handling a operations of RBU day to day activities for Geneva billing.

- Set up data loading job SQL LOADER.
- Execution of the scripts on Production, Development and Testing Environment for migrating the data to **Geneva (Billing System)**.
- Developing and Modification of Stylesheet (XSL) and DTD files for the XMLs which are sent as blob to the **Geneva (Billing System)** Database for processing.
- Oversaw end-to-end OSS/ BSS solution architecture including: Real-time and off line Billing, Ordering, Provisioning, Porting, Payments, Customer care, Point of sale, Web self care and network real-time access: IN and Diameter protocols.
- Have expert level experience in developing complex SQL, PL/SQL stored Procedures, Packages and functions.
- Job monitoring and doing Reconciliation process for failed jobs.
- Configuration of Testing/Development/Production environments of SOE prior to

ADDITIONAL INFORMATION

- **Languages:** English, Hindi

Data migration.

- Report generation by executing SQL queries on Production Environment using TOAD.
- Kept track of all the operations and collaborated with experts to solve issues with the operations
- Prepared weekly and monthly process analysis reports for the higher management.
- 24x7 BSS/OSS Operations .

Reliance BPO Pvt. Ltd. Mumbai

Telecom Support Engineer

Mumbai, IN

📅 May '08 - May '09

Clarify CAF upload Team & Simplify inhouse project for Reliance Users.

- Provided services to clients and monitored everyday working of activities.
- Coordinated with various teams and provided resolutions to all architecture issues on Operations.
- Managed all technology problems and researched its resolution.
- Monitored working of networks performed analysis and performed capacity planning on system.
- Identify tuning opportunities; implement improvements and advice developers on SQL tuning options
- Provide expert level support and recommendations to the Development team for Oracle DB use
- Creation of database objects like tables, views, procedures and packages using oracle tools like Toad, PL/SQL Developer and SQL* plus.
- Writing PL/SQL code for migrating the data from the legacy systems to the Clarify Database.
- Writing Shell Scripts to validate and load data according to the client's business logic from data files to the Oracle Database. SQL*Loader also used here.
- Analysis of the Fault Migration Process from Legacy systems to Clarify and Developing the PL/SQL scripts and Shell Scripts for the same.
- 24x7 BSS/OSS Operations .

e-Biz Technocrats Pvt. Ltd. Gwalior

Software Engineer

Gwalior, IN

📅 Jan '07 - May '08

E-Commerce Projects. Deployment.

- Written Batch Program, SQL queries, stored procedures, functions and triggers using Oracle DB
- Creating or modifying existing DB objects (Procedures, Packages, Triggers, Views and Tables, etc.) on Business Enhancement projects and keep the current business running by participating in maintenance of DB.
- Developed Complex queries on Database and developed PL/SQL Procedures to give in nice strategic plans to higher level of management.
- Wrote UNIX shell scripts for automated installations, to extract logs using Bash
- Created and modified several UNIX shell Scripts according to the changing needs of the project and client requirements.

EDUCATION

Rajiv Gandhi Prodyogiki Vishwavidyalaya Bhopal

B.E.(Information Technology)

Bhopal, IN

 Jul '02 - Jun '06

IMT Ghaziabad

PGDBM(Operations)

Ghaziabad, IN

 Jan '12 - Jan '14

Personal Details

Father's Name : Sri R. P. Gupta

Date of birth : 15-01-1982

Gender : Male

Marital status : Married

Passport : On Request