**Karan Bajaj**

**SENIOR ASSOCIATE CONSULTANT**  ****

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G-2/2 Malviya Nagar New Delhi-110017, New Delhi, India

To get the extensive learning and hands on experience in leading technologies and tools for mutual growth of organization and self.

I am extremely motivated to constantly develop my skills and grow professionally. I am confident in my ability to come up with interesting ideas to succeed in a result driven environment.

**SKILLS**

* SERVICENOW
* SIGMA CATALOG
* SAP ABAP
* SQL
* JAVA
* PYTHON

**WORK EXPERIENCE**

**Client: Telstra(From Date : MAR 2021 to Present)**

**ROLE: SENIOR ASSOCIATE CONSULTANT**

Infosys Ltd

**Responsibilities:**

* Working in SIGMA catalog management.
* BSS – Product management.
* Responsible for Requirement Gathering, Story Qualification and Analysis, High level solution design development in JIRA.

**Client : Intelsat (From Date : APR 2020 to DEC 2020)**

**ROLE: ASSOCIATE CONSULTANT**

Infosys Ltd

**Responsibilities:**

* Responsible for Requirement Gathering, Story Qualification and Analysis, High level solution design development in Servicenow.
* OSS -Service & resource design for services in ServiceNow
* Design & Implementation for Logical & Service inventory
* Analyze existing service models, the Provisioning Framework, the modification journeys to determine the modularity of service models and enlist the Product Model and Service Model touchpoints
* Adopted SID framework and define CFS-RFS-RS hierarchy with cardinality for each service model
* Adding the Fulfillment and Assurance related parameters/properties for each entity.
* Mapping the service models to CMDB framework (Classes/ CI elements).

**Telco Lab use cases in Sigma catalog (From Date : JAN 2020 to MAR 2020)**

**ROLE: ASSOCIATE CONSULTANT**

Infosys Ltd

**Responsibilities:**

* Involved in SID PO Hierarchy in Telco labs for data plan and TV products.
* Involved in creating entities, product modelling and associating them for data plan and TV.
* Creating one time charges, recurring charges, Charge relations and Rate rows at PO and PS level in modelling.
* Created technical and business rules for one time charges in product model.
* Worked on Soap UI and sigma catalog tool to remove the drafted and live entities created.
* worked on association and rules of the shared VLAN products for Telco lab SID PO Hierarchy
* Created overriding of rules, attributes and characters on product offering, product specification and customer facing services in Shared VLAN products.
* Checked and Overviewed the Sigma CPQ.

**Recent Certifications and Trainings(From Date : DEC 2019 to FEB 2020)**

Infosys Ltd

* Cleared stringent selection process for Infosys Flagship Bridge to Consulting Program and successfully competed the rigorous Communication Domain Training.
* Completed Infosys Global Agile Developer Certification.
* Completed and cleared training in Business Analysis and Consulting.
* Completed Communications trainings in PLM/CPQ with hands-on of SIGMA catalogue and Salesforce.
* Complete Harvard Mentor Management trainings for Business Case development, Change management, Customer Focus, Time management, Writing-Presentation Skills, Finance essentials, Global collaboration, Innovation Implementation.

**Client : Ministry of Corporate Affairs, Govt of India (From Date : DEC 2017 to NOV 2019)**

**ROLE: Technology Analyst**

Infosys Ltd

**Responsibilities:**

* Involved in critical developments and enhancement in projects

**ROLE: Senior Systems Engineer**

Infosys Ltd

**Responsibilities:**

* Involved in support and functional work using various tools.
* Debugging report programs and finding the defects.
* Providing optimal solution for the different business problems.
* Providing the resolutions to the stakeholders for their problem in the ticketing tool SCCD.
* Maintaining the web services used for form filings provided in UI of MCA site.
* Validating data using SOAP and REST by PAN database for tickets.
* Worked on CRs and development task for forms and UI web services.
* Created Technical specification document for different developments.
* Coordinating with other teams for finding the optimal solution for the defects.

**Client : Department of Post, Govt of India Initiative (From Date : JUL 2016 to NOV 2017)**

**ROLE: Systems Engineer**

Infosys Ltd

**Responsibilities:**

* Requirement Analysis and Defect Reporting and tracking till closure.
* Manual testing of web application and client (device) application.
* Creation of Test scenarios cases, Preparation of test data and Executing the testcases
* Building SQL Queries.
* Support various track modules and interacting with clients during analyzes on filed issues
* Tested various web application development modules.
* Involved in critical operational activities and active
* Involvement in project development phase.

**ROLE: Systems Engineer Trainee (From Date: JUL 2015 to JAN 2016)**

Infosys Ltd

* Trained in SAP ABAP
* Along with basic Python, HTML, CSS

**ACHIEVEMENTS**

Cleared Associate CON bridge program initiated by Infosys and trained under it for transition in consultancy.

Cleared Agile certification and HMM business analysis certification.

**EDUCATION**

**B. Tech (**07/2011 – 07/2015)

Northern India Engineering College

New Delhi 73%

**Senior Secondary (**04/2009 – 05/2011)

Kendriya Vidyalaya

New Delhi, 78%

**Matriculation (**04/2008 – 04/2009)

Kendriya Vidyalaya

New Delhi, 84.8%