**ASHUTOSH SARPAL Email**: [ashutoshsarpal@gmail.com](mailto:ashutoshsarpal@gmail.com)

**Mobile**: +91 9818330942 **Alternate Mobile**: +91 8448999758

**Objective**:

To be associated with a progressive organization that provides scope to update skills in accordance with latest technology and to be part of a team which dynamically works towards the growth of organization & provides job satisfaction.

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| **CERTIFICATIONS** |

* Zuora Certified Business Analyst
* Certified Business Analyst from ESI International
* Certified ITIL V4 Professional and Lean Practioner.
* Certified ServiceNow Analyst from Udemy

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| **Tools/Trainings** |

* Scrum-Agile Methodology
* Knowledge of tools like Jenkins, GIT, JIRA, ServiceNow
* Training in DevOps
* Training in SFDC Admin
* Google Analytics for Beginners and Advanced
* Training in Snowflake Basics

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| **WORK EXPERIENCE – ROLE & KEY RESPONSIBILITIES** |

1. **Zuora Consultant at Wipro Technologies Ltd.**

**Period: Oct-2020- till date**

**Project: PHILIPS**

**Description:**

* Experience in transforming complex business requirements into functional specifications.
* Providing and scheduling critical reports for business using Reporting Module and simple workflows.
* Creating new Related Events and Notifications in Zuora as per business needs.
* Creation and Amendments of Orders & Subscriptions for customer accounts.
* Working closely with Scrum Master to understand and create use cases and stories.
* Knowledge of Integration of Zuora with other external systems like SAP, Salesforce using REST APIs.
* Responsible for managing the scrum process with the coordination of scrum team in Agile methodology.

1. **Zuora Business Analyst at Wipro Technologies Ltd.**

**Period: Mar-2020- Sep-2020**

**Project: HONEYWELL**

**Description:**

* Experience in transforming complex business requirements into functional specifications.
* Product catalog configuration with multi-currencies and multi-languages enabled in Zuora.
* Account creation, Bill and Payment runs, creating Credit/Debit Memos in Zuora as per business needs.
* Creation and Amendments of Orders & Subscriptions for customer accounts.
* Build Invoice Templates, Email templates and Communication Profiles.
* Knowledge about Zuora Salesforce packages (Z360, Z-Quotes) and create Quote to Cash Flow.
* Working closely with Scrum Master to understand and create use cases and stories.
* Knowledge of Integration of Zuora with other external systems like SAP, Salesforce using REST APIs.
* Responsible for managing the scrum process with the coordination of scrum team in Agile methodology.

1. **Senior Consultant at Wipro Technologies Ltd.**

**Period: Mar-2018- Mar-2020**

**Project: Airtel Africa**

**Description:**

* Successfully gathered requirements and implemented processes on SLA and ITSM (IPC) at group level for 14 countries covered by Airtel Africa.
* As an expert ServiceNow Analyst, I have successfully Transformed Processes for SLM & ITSM using ServiceNow tool.
* Training end users on SLA definition, targets, measurement methodologies and configurations in ServiceNow.
* Testing and UAT of Incident, Problem modules workflow using business scenarios with respect to SLA and processes.
* Managed knowledge transfer, shadow, reverse-shadow and transition into steady state.
* Managed & lead teams for running successful process operations & experience in developing SOP’s for business excellence.
* Leading from offshore as process manager and supporting the onsite resources regarding process flow of ServiceNow.
* Supporting in Creation and Negotiation of Service Level Framework (Including Bonus, Penalty) with Business and Vendors/ Partners.
* Generating trend reporting and identifying actions to improve service delivery.
* Helped team in creating process flow diagram and sign-off from client for implementing improved ITIL processes.
* Measuring and reporting Service Level Management process adherence (against local and global benchmarks) to ensure that the rules, guidelines and standards are adhered & customer SLAs are achieved.
* Reviewing SLA targets and metrics and doing necessary changes every six months.
* Analyzing and reviewing actual service performance against SLAs, SLO’s and KPIs for service areas under scope.
* Providing and developing regular Service Level Reports on service performance and achievement to management.

1. **Project Lead at Wipro Technologies Ltd.**

**Period: Mar-2010- Mar-2018**

**Project: Interconnect Billing & Credit and Collection Management System (Aircel Ltd.)**

**Description:**

* Lead the Interconnect and CCMS domains for PAN India Operations of Aircel Ltd.
* Providing On-site Support, Configuration, Testing, Implementation and Enhancement of various application process.
* Assessing the credit worthiness, and revising the credit limit of postpaid subscribers as defined business rules.
* Coordinating with stakeholders of various verticals during the process of sanctioning, credit delivery, audit and recovery.
* Conducting the rating of the subscriber and recommending credit decision in consultation with corporate business users.
* Credit and collection monitoring of accounts such as unbilled usage, exposure percentage, bill due date and follow-up with subscriber for performing various dunning activities.
* Maintaining acceptable TAT for various tasks such as barring/unbarring/resume as per the TRAI guidelines.
* Writing test cases related to bug fixes and new releases to be deployed in Production and help operations/business team in successfully implementing the same in Production server.
* Performing testing (SIT/UAT) along with performance, integration testing and deployment of new releases and bugs related to CCMS and Interconnect applications in Production server.
* Successfully implemented Lean Process by eliminating duplicate processes, optimization of daily processes and execution time.
* Helped team in successful implementation of Pragati drive by enabling team in automating various operational tasks.
* Successful completed one BVM process (DB Server Migration) and saving $ 26mn for the client in Oracle Licensing.
* Worked closely with senior management and various domains to ensure smooth migration of two major circles to central IT stack.
* Postpaid Interconnect Billing Trend Analysis to ensure business continuity and optimum use of resources.
* Responsible for handling DR Operations, drills, internal and external audits of ICB/NLD/ILD applications.

1. **Team Lead at IBM India Pvt. Ltd.**

**Period: Sep-2006- Feb-2010**

**Project: Interconnect Billing (Bharti Airtel Ltd.)**

**Description:**

* Worked as Team Lead to support operational activities for Mobility/ABTS/LDS Interconnect domains.
* Successfully implemented the Billing system for Bharti Jersey by configuring the billing business rules.
* Handled and supported Bharti SriLanka Interconnect Operations from Offshore.
* Ensured smooth migration of Mobility/ABTS/LDS applications from Interconnect V6.07 to Interconnect V7.1.

1. **IT Executive at Idea Cellular Ltd.**

**Period: Nov-2004- Aug-2006**

**Project: Idea UPW Circle IT Operations**

**Description:**

* Configuration & Troubleshooting, Testing & Enabling I-Mail Service for GPRS Users for Idea UPW circle.
* Successfully migrated Win NT 4.0 Server environment to Windows 2003 Server environment of Idea UPW circle for the purpose of centralizing IT services of all circles of Idea Corporate.
* Handled UPW Circle IT operations for Idea Cellular Ltd and resolving business end users IT issues.

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| **NOTABLE ACHIEVEMENTS & AWARDS** | | |
| **Award** | **Presented By** | **Year** |
| * Awarded for Best team(Trail Blazers) in Airtel Africa Project for measuring and reporting 3500 SLA on monthly basis | Wipro Technologies | 2019 |
| * Awarded for Consistent performer in Aircel Project for CCMS application. | Wipro InfoTech | 2015 |
| * Awarded for Best Centricity Team in Aircel Project for NLD/ILD application. | Wipro InfoTech | 2012 |
| * Awarded by Bravo Award (Individual) by IBM for delivering ABTS and Mobility Billing on time although incorrect configuration was provided by Business. | IBM India Pvt Ltd. | 2007 |
| * Awarded by Award for Outstanding Performance (Individual) in   Q-4 for the year 2005-06. | Idea Cellular | 2006 |
| * Awarded by Spot Award (Individual) for first call resolution for the EUREKA Project of Idea Corporate. | Idea Cellular | 2006 |
| * Awarded by Spot Award for developing Birthday Application for Idea Employees. | Idea Cellular | 2005 |

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| **EDUCATION DETAILS** | | | |
| **Degree** | **University** | **Marks** | **Year of Passing** |
| MCA | UP Technical University, Lucknow | 74.6% | 2001-2004 |
| BCA | CCS University, Meerut | 72% | 1998-2001 |

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| **PERSONAL INFORMATION** |

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| Father’s Name | Mr. V.K Sarpal |
| Date of Birth | 21-10-1979 |
| Passport No. | L5004493 |
| Nationality | Indian |
| Permanent Address | Tower-A5, Flat No-1808, Cherry County, Near Ek Murti Chowk, Greater Noida (West). |
| Marital Status | Married |

**Dated: Ashutosh Sarpal**