ANKIT SHRIVASTAVA

111
Greece Cluster
Dubai
UAE

Email: **ankitprabhat91@gmail.com**
Mobile No.: +**971-528997716**
skype Id : ankitprabhat91@gmail.com

Objective

To take a challenging post for understanding business change needs, assessing the impact of those changes, capturing, analyzing and documenting requirements and then supporting the communication and delivery of those requirements with relevant parties.

Primary Skills

- **Production Planning (Energy & Utilities)**
- **End to End Implementation**
- **Project Planning and Scheduling**
- **Techno Functional Analysis (Energy & Utilities)**
- **End User Support Management (Debugging and troubleshooting)**

Professional Profile

- **Implemented the VAT in CC&B and giving onsite support for AC Chiller Plant (Nakheel) in DUBAI.**
- **Rich Experience in Payment and Billing integration (CC&B) with banks ,configuration knowledge of Web Services to achieve the Outbound and inbound integrations.**
- 6+ years of rich experience on **Oracle Utilities Customer Care and Billing** and have worked on full lifecycle implementation projects for Power Domain in the areas of functional, SQL reports & Testing.
- Very good exposure to the processes of Business Analysis, Requirement Analysis, Process Improvement, Bidding, designing, Unit Testing, Training and UAT.
- **Good knowledge of SQL, CC&B Database tables and its connectivity with entire tables.**
- **Good experience of CC&B table structure and Reports with functional aspects and linking with CC&B.**
- Worked on tariff implementation of billing for client **UPPCL and HBVN in India and for Nakheel in Dubai.**
- Enriched experience of Configuration and Setup of Development Environment of CC&B Oracle, CC&B modules like Collection, Billing, Metering, Rates, Case Management, Disconnection, V-

Model **(Customization of New connection/Final Bill/Start-Stop/Meter Change/Disconnection process/Field activity)**.

- **Implement the V-model as automated using of Campaign Development, package and Order.**
- Played major role for requirement gathering, Implementation and post go live support of Oracle CC&B for Indian Government project **UPPCL** (Uttar Pradesh Power corporation Limited) and **HBVN** (Haryana Bijli Vitran Nigam)
- Have Started learning MODULE **Customer to Meter (C2M)** and getting trained from an institute, with eagerness to work and attend full working knowledge on C2M.
- Knowledge of MO, BO, Business Service, UI Map, BPA Script, Zone and Portals, Case Types, Metering, BPA Scripts, Feature Configuration and done the testing for Custom Applications like Stub Punching, Meter read Punching, Attribute Correction.
- Sound knowledge and experience of the Business Processes in Power domain and its utilities.
- Proficient in Functional Analysis & Configuration of variant requirements related to Oracle – CC&B as per the Business Process.
- Delivered key mapping for design & development for various processes like Billing, Metering and New Connection to Development Team.
- **SBM Process: A very good working knowledge in implementation of Spot Billing Machine.**
- Test the new release point, involved in unit testing, smoke testing and functional testing of Metering module.
- Highly proficient in resolving the production issues (i.e. fixing data issues in database, Production Planning, reports and qlik sense Customization).
- Involve in tariff implementation of billing, involve in implementation and integration of SBM (Spot Billing Machine), which was 1st time implemented in Haryana, India.
- Interact with Development team to describe the functional requirement of client for developing the JAVA code.
- Worked as mentor for new comers and provide the training on the client site.
- **Prepare the rate configurations, Service point configuration and Meter Configuration for Net metering concept in CC&B.**

Skill Set

ERP Solution	Oracle Utilities Customer Care & Billing V 2.3.1 and V2.5.0.2.0
Testing Knowledge	Smoke Testing, Regression Testing and Performance Testing, Unit Testing
Scripting Language	HTML4/HTML5, CSS/CSS3, java script with HTML 5 Responsive web Design
Operating System	Windows 7/8/10, Windows XP, Linux
Networking	Basics of Networking, Topologies
MS-Excel	Excel, HLOOKUP, Pivot Table, VLOOKUP
Database	MySQL, PLSQL, qlikView/sense

Professional Experience

Project # 1

Oasis Investment Pvt. Ltd. (Al Shirawi Group)   15 Nov. 2017 to till now

- Currently working with **Oasis Investment LLC**,DUBAI.
- Working as **Techno Functional Engineer**.
- Working on "**Customer Care & Billing (CC&B)".**

Project Title	CC&B Implementation
Client	Nakheel
Product Solution	Oracle Utilities – Customer Care and Billing (CC&B) Implementation – Version. – 2.5
Duration	Nov 2017 to Till Date
Job Role	Development and Support for CC&B and Reports with SQL

Key Responsibilities

- Working for Design & RA in Implementation of **Oracle–CC&B for Al shirawi Group (Nakheel).**
- **Implement the VAT for client NAKHEEL in Dubai (UAE).**
- **Delivered key mapping for design & development for various processes like Billing, Metering and V-Model to Development Team.**
- **Implements the V-model as automated using of Campaign, package and Order.**
- **SPOC for the Nakheel CC&B project.**
- **Conducting Steering Committee meeting with customer to understand their issues/new requirement.**

Project # 2

HCL Comnet Ltd., Noida   21 Apr. 2014 to 10 Nov. 2017

- Worked with **HCL, Noida on R-APDRP project**.
- Worked as **Senior Executive**.
- Worked on "**Customer Care & Billing (CC&B)".**

Project Title	Haryana R-APDRP CC&B Implementation

Client	Haryana (DHBVN/UHBVN) Bijli Vitran Nigam) & UPPCL (Uttar Pradesh Power Corporation Limited)
Product Solution	Oracle Utilities – Customer Care and Billing (CC&B) Implementation – Version. – 2.3.1
Duration	Apr 2014 to Nov 2017
Job Role	Development and Support

Key Responsibilities

- Worked for Design & RA in Implementation of **Oracle–CC&B for HBVN (Haryana Bijli Vitran Nigam Limited)** and **UPPCL (Uttar Pradesh Power Corporation Limited).**
- **Delivered key mapping for design & development for various processes like Billing, Metering and New Connection to Development Team.**
- Performed the various unit and smoke testing activities of Releases of Code Change, version up gradation of CCB & SBM.
- Managed all end to end roll out & support operations of RAPDRP.
    - Determined all go live activities of a town and managed all operations of successful start of Applications and related tasks in HR-RAPDRP.
    - Participated in all client review and time to time change management meetings.
    - Delivered training and on-site support to client of all modules in HR-RAPDRP.
    - Involved in various configuration changes in CCB (Customer Care & Billing- an Oracle product) along with providing functional requirements for database scripts.
    - Managed technical & support operations of HR-RAPDRP.

Project # 3

4th Pointer Services, Noida | Graphics Designer   11 Nov. 2013 to 17 Apr. 2014

- Worked as **Web Developer and Associate Testing Engineer**.
- Work on **Parallax and Responsive Design.**
- Work on **Real estate CRM.**
- Work on **Medical consultancy portal**.

- **Project Name**   4th Pointer Services (4th Pointer Services)
  Platform   Windows Server 2008
  Url   http://www.4thpointer.com

- **Project Name**   Geeks Pointer (4th Pointer Services)
  Platform   Windows Server 2008

Academic Qualification

DEGREE	YEAR OF PASSING	BOARD/ UNIVERSITY	Division
Bachelor of Engineering	2013	UPTU	1st
Intermediate	2009	U.P. Board	1st
High School	2007	U.P. Board	1st

Personal Details

Father's Name   Prabhat Srivastav
Mother's Name   Geeta Srivastava
Date of Birth   11-08-1992
Permanent Address   Bhupatipatti Shivapaar Jaunpur (U.P) – 222002
Nationality   Indian
Marital Status   Single

Declarations

I hereby declare that the information mentioned above is true to the best of my knowledge.
Date: **(Ankit Shrivastava)**