**Poushali Basu**

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**CAREER OBJECTIVE**

To work in an esteemed project team where I can leverage my 7 years of rich and varied Telecom domain with Development, Operations & Testing experience and abilities, preferably in Telecom, Banking or Retail verticals.

**PROFESSIONAL SYNOPSIS**

* A dynamic professional with more than 7 years of experience in development, operations & testing roles in global projects.
* Extensive work Experience with global clients like Telefonica, NSN, DU Telecom, E-Plus, Coca-Cola Hellenic, Nokia ITSM Group (ServiceNow) and Carl Zeiss covering exposure across design, development & testing phases of SDLC
* 7 years of rich engagement journey with Atos in Software development & testing roles with Techno-functional exposure across Telecom, Healthcare and CPG domains working in Test Automation, Continuous Integration, ETL based data management, Business Intelligence and Functional Testing areas
* Effective communicator with relationship building & interpersonal skills, Strong analytical, problem solving & organizational abilities. Possess flexible & detailed oriented attitude specially in remote client handling.
* Result oriented, focused & resourceful individual with experience in Customer Operations, possessing quality of a productivity multiplier.

**CAREER TIMELINE**

**Organization:** Atos Global IT Solutions & Services Limited

**Tenure:** May ’14 – Till Date

**Experience:** Associate Consultant, Global Technology Practice

**Additional Info:** Earlier engaged with Atos in the role of Project Intern as Graduate Trainee

**CORE COMPETENCIES**

**Telefonica ||** [**ISP/ Telecommunication in Germany**](https://en.wikipedia.org/wiki/List_of_telephone_operating_companies#Germany)

Associate Consultant, August’18-Till date

Team Size: 14

Key Job Responsibilities:

* Associated with Fixed Net Billing, Uses Kenan Arbor billing system for Fixed net line customers
* Having hands-on experience in different layer of billing system such as E-billa. Document Management System (repository for customer documents),Fast sampling: Client portal for sample invoices
* Having hands-on experience on PSST Application-CDRator tool, responsible for managing, configuring & troubleshooting on clusters like Customer value Booster PACK (CVB), IN-Konto, Bad debt management (BDM),Mobile Number Porting(MNP),Application Monitoring (Rator Monitoring tool),JIRA Fault management.
* Providing services to the customers and researched about the client’s needs; areas like CRM, billing, provisioning, order management etc. if any issue exists then analyze the problem and try to find out the root cause of the problem.
* Collecting account and billing processing information from the clients, billing assurance and bill cycle activities through Bill cycles, preparation of various daily and weekly business reports with the bill cycle details
* Resolving disputes in billing and solving customer complaints and processing of client’s request through Incidents.
* Working experience on PL / SQL to the extent of writing Simple, Complex Queries, Writing joins, Functions and Stored Procedures, Packages and DML Programs for the RDBMS like Toad.
* Monitoring and troubleshooting of control-M jobs related to rating, billing and invoicing ,automation of manual tasks in Control-M.
* Engaged in resolving escalations, supervising team for resolving the tickets & incident reported by different stakeholders.
* Unix & Shell Scripting to the extent of writing basic Unix Commands for accessing servers & Shell Scripts Programming through tools like Putty, WINSCP,
* Good understanding of BSS concepts, processes & business architecture.

**Service Now ||CARL ZEISS**

Associate Consultant, March’18-July’18

Key Job Responsibilities:

* Experience on implementing end-to-end Service Catalogue, Incident Management, Configuration & Asset Management, Problem Management, Change Management and Release Management
* Extensive knowledge in Service Now platform including creation and customization of our Incident, Request, Service Change, Service Level, Knowledge and Configuration (CMDB) applications and processes.
* Configuration of Email Notification and Alerts to notify users about specific activities in the system such as updates to Change and Problem requests.
* Communicates with clients to understand the technical implications, dependencies, and potential conflicts.
* Adaptive to team environment and has also the capability of completing complex tasks independently.

**Service Now Upgrade to Jakarta ||Nokia**

Senior IT Engineer (Test Management), September’17-January’18

Key Job Responsibilities:

* Performed end to end testing for change Management, knowledge management modules in Service Now tool
* Having Daily call with Customers for defect assessment, tracking and reporting status of defects and test case execution, communicate & track the test case status and dashboard creation on daily basis.

**DU TELECOM**

Senior IT Engineer (ETL Developer and Tester), August’15-August’17

Key Job Responsibilities:

* Attended walkthrough meetings with Business analyst, QA Managers, interacted with Business Analyst and discussed technical problems, bugs and test cases.
* Hands on experience in **Informatica Powercenter** for configuring, implementing and testing the data flow from Source to Staging and target tables along with data quality validation through IDQ tools
* Preparing and implementing complex PL/ SQL queries based on business specifications, for the RDBMS environments like Oracle 9i/11g and TERADATA
* Developed knowledge on data warehousing concepts like SCD 2, Surrogate key, Star schema/Snowflake schema, Data Mapping, different types of data loadings like incremental load, history load, Daily Load
* Rich working experience in Telecom domain, especially in the CapEx areas

**GPET-Q (General Practice Extraction Service Tool) || National Health Services England**

Test Engineer (Functional Tester), July’15-August’15

Key Job Responsibilities:

* Hands on experience in Regression testing, Smoke and sanity testing
* Prepared test cases based on Test strategy/ plan and business specifications, to perform testing, Defect analysing and Reporting through HP ALM tool along with enabling tool-based knowledge management

**Lennon Hyperion**

Project Engineer (Database Mapping Developer & Tester in ETL), April’15-June’15

Key Job Responsibilities:

* Involved in Validation of Hyperion report data through SQL queries execution
* Attended Walkthrough meetings with QA Leads and Managers, Business Analyst

**Nokia Siemens Network Enovia**

Trainee Engineer (ETL Developer and Tester), Feb’15-April’15

Key Job Responsibilities:

* Analysing the requirements and preparing the use cases, test scenarios and test cases based on the business requirements and engaged in preparation of Detailed design documentations/ SRS;
* Hands on Experience in Informatica Powercenter ETL tool for data loading from Source to target (Enovia-HWSBW) and data quality validation through IDQ tool

**Coca-Cola Hellenic,** a Data Migration Project

Trainee Engineer (Application Management), Oct’14-Jan’15

Key Job Responsibilities:

* Key role played in data migration work including studying the data migration requirements, source – target mapping & helping in creation of data migration scripts, Extract Raw Data from Legacy Applications to load into the target tables, create data cleansing reports based on data cleansing strategy and executions done
* Hands on experience in Lotus Notes, Microsoft O365, dell migrator for migrating Notes to Exchange

**Contract Execution Plan for SAP,** Atos Governance project

Trainee Engineer (Functional Tester), July’14 –Sep’14

Key Job Responsibilities:

* Understanding project requirements and engaged in preparing testcases based on the business requirements
* Involved in Test execution and documented test results
* Experience of using HP ALM tool for Defect detection, tracking, testcase execution

**Qualification**

* Completed **PGDBA** program from Symbiosis University, Pune in 2019.
* **BCA** from Future Institute of Engineering & Management (WBUT) in 2014
* Higher Secondary (Science: **STD XII**) from West Bengal Council of Higher Secondary Education in 2011
* **STD X** from West Bengal Board of Secondary Education in 2009

**TECHNICAL EXPOSURE**

* **Operational and Front-End Tools:** MS Office, Service Now ITSM tool, Java (VStudio)
* **ETL Tools:** Talend, Informatica Power Centre
* **RDBMS:** Oracle 9i/11g, MySQL, Microsoft SQL Server and TERADATA, TOAD,WINSCP
* **Ticketing Tool:** Service Now, Remedy

**Professional enhancements**

* Developed an integrated supply chain-based marketplace & analytical solution in Open source technologies
* Certification in International Software Testing Qualifications Board (ISTQB) Foundation Level
* Industrial Training from Atos IT Solutions & Services (worked on Custom-built Master Data Management solution using Oracle 11g RDBMS and ASP.NET framework)

**Personal Dossier**

Date of birth: 10th Sep 1992

Languages Known: English, Bengali and Hindi