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| **SANTOSH KUMAR KANDUKURI** +91 8247506495  +91 9010300053  [santokan@rediff.com](mailto:santokan@rediff.com)  DOB: 15th Aug 1982  Passport: M3384742  Sex: Male  Marital Status: Married  Nationality: India  Expertise:  *Program Management,*  *Delivery Management,*  *Test Management,*  *Project Management,*  *Change Management, Risk Management*  *Scope of Work (SOW)*  *Agile Delivery*  *Team building*  *Service Delivery*  ***Methodologies:*** Agile*(Scrum, Kanban), V-Model, Waterfall*  ***Languages:*** *Java, Python*  ***DevOps:*** *CI / CD, Docker, Jenkins, Maven*  ***Database(s):*** *Cassandra, MySQL, Oracle*  ***Domain:*** *Telecom BSS, CRM, Order Management, Rating, Billing, Catalogue, Kafka,*  ***Testing:*** *Test Automation (Selenium WebDriver), Performance Testing (J meter), Soap UI, Eclipse, Git*  ***Tools:*** *JIRA, MS Office* | * 15 Years of experience in IT Industry, Expertise in Program / Project Management, Leadership & Strategy, Delivery Management, Product Development, System Integration Projects, Test Management, Service Delivery and Operations, People & Resource Management. * E2E Program Management expertise in Large scale Transformation Projects, System Integration * Leading multiple Transformation project in parallel – Kyivstar, Jazz (Veon) * Led the multiple End to End transformations for Two programs (Veon Bangladesh - Banglalink, Veon Kyrgyzstan – Sky Mobile) * Accountability for ensuring quality, timely delivery of Programs. * Responsible for the well-being of the long-term customer relationship and customer satisfaction. * Leadership & Strategy Experience in working with Global Customers Projects & Operations. * Program and Project Review, Executive Group and CXO Level Representations and communication expertise * Proposal discussion and SOW preparation and all stack holder agreement to closure. * Ensure support at highest level of customer satisfaction and compliance to the different SLA. * Expertise in Risk & Issue Management. focal point for business and systems issues. * CR Negotiations, Change Management, Project Add-On Sales Generations, New opportunities identifications and Pre-Sales Support. * Expertise in BSS Products, Channels, CRM, Rating, Billing & Charging System * Resource & People Management, Performance Review, building the teams from scratch and empower teams to provide sustainable solutions for customers   Educational Qualification:   * 2004 B.E Bachelor of Technology (E.C.E) from J.N.T U. Hyderabad   Employment:   |  |  | | --- | --- | | Qvantel Software Solutions | Jan, 2011 – Till date | | Amdocs inc | Mar, 2007 – Jan, 2011 | | Paradyne Infotech (Now Glodyne Technoserve) | Jun, 2005 – Mar, 2007 |  Achievements:  * Successfully delivered multiple Transformation projects.   + Banglalink – 36M Subscriber base   + SkyMobile – 3M Subscriber base * Successfully delivered System Integration for Tigo Bolivia * High Customer Satisfaction Index across all the deliveries / roles handled. * Received the Best performer Award thrice for best contribution at Amdocs. * Our team received the “Best collaboration” award while working with Virgin Media Client at Amdocs  Major Client worked with:  * Veon(Multiple countries) * Vodafone * Millicom * Sprint * Yoigo |

Projects:

***Title: BSS Transformation for Veon, Multiple Country (VimpelCom)***

Role : Program Delivery Manager

Duration : Nov 2018 – till date

Applications : Customer Management, Rating, Billing, Order Channels, Self-Care, Kafka

**My roles and responsibilities:**

* End to End Program Management, Planning and Customer Management
* Heading multiple transformation project in parallel – Kyivstar (Veon Ukraine), Jazz (Veon)
* Program Governance and CXO level reporting of different Program(s) and Project aspects
* Accountable for ensuring quality, timely delivery on budget
* Resource planning and Competency building
* **Proposal discussion and SOW preparation and all stack holder agreement to closure.**
* Managing the Delivery Scope of Work, Change requests through CAB.
* Ensure the Delivery meets all the SLA as per SoW
* RFI Preparations, supporting Pre Sales

**Title: Millicom, Multiple Country**

Role : Project Manager (System Integration, Data Migrations and Testing)

Duration : Nov, 2016 – Oct,2018

Applications : CSR TB, BSS API, Kafka, Order management, System Integration

**My roles and responsibilities:**

* Manage and coordinate the processes, systems, and functions to package, build, test and deploy a release into production and established the service specified in the customer and stakeholder requirement.
* Review and report the status of Customization requirements to Sr Management and other stake holders
* Review requirements, Solutions with Solution architects
* Manage a delivery team to ensure timely and accurate customer deliveries.
* Prepare Customizations backlog, review and maintain the backlog
* Set delivery priorities and make schedule adjustments to meet timely delivery goals.
* Oversee daily activities of delivery team and provide direction and guidance as needed.
* Perform resource allocations and workload assignments according to delivery requirements.
* Evaluate the performance of team members and determine training needs.
* Analyze and troubleshoot delivery issues in a timely fashion.
* Develop process improvements to achieve cost effectiveness and time saving.
* Report Status to Customer and all the stakeholders
* Provide L3 Support for issues reported in production

**Title: Salt, Switzerland (Orange)**

Role : Test Manager, Operations Manager

Duration : Dec, 2014 – Oct, 2016

Applications : Customer Management, Predictive Customer Service, Rating, Billing, Order Channels, Self-Care

**My roles and responsibilities:**

* Customer liaising
* Meeting with Client to check the Daily Operational issues, Present the progress of the issues
* Defect and Incident Management
* Provide estimates for Change requests
* Handle the day to day Operational issues, Monitor the activities, track the failures, suggests the fix.
* Fix the failure’s in production before end user complaints.
* Responsible for maintaining the SLAs and “Improved Customer Satisfaction”.
* Leading team of 20 people
* Responsible for Planning Team Personnel Growth

**Title: Yoigo, Spain**

Role : Test Lead

Testing Tools : Manual Testing, Selenium (Test NG), Test Link, JIRA

Duration : Jan, 2011 – Nov, 2014

Applications : Customer Management, Rating, Billing, Order Channels, Self Care

**Description:** Qvantel BSS Stack offering to Yoigo – BSS Stack includes CRM, Rating, Billing, Offer Catalogue, order channels

* Responsible for Quality of the Product and timely delivery
* Test case design and execution for applications CRM, Rating, Billing, Self Service, Order channels
* Automation testing using Selenium (Java, Test NG)
* Mentor the team members. Offshore / Onshore team coordinator
* Involved in raising the any issues in requirements
* Performed Peer reviews and ensure the Test design covers all the requirements
* Participated daily status meeting and tracking the Defects fixing progress
* Publishing the Test Summary report
* Bug reporting and tracking using JIRA

**TItle: Sprint, USA**

Role : Test Lead

Testing Tools : Manual Testing and Quality Center

Duration : Aug, 10 – Jan, 2011

Applications : Clarify CRM8.0

**Description**: CRM Migration from Clarify CRM 5.0 to Clarify CRM 8.0.

* Gathering the Requirements, providing the estimates, preparing the test plan and executing the plan
* Managing the System Testing team, assigning the tasks, tracking the progress and Guiding the team
* Responsible for Quality of the Product and timely delivery
* Involved in raising the any issues in requirements
* Test Design review
* Participated daily status meeting and tracking the Defects fixing progress
* Publishing the Test Summary report
* Bug reporting and tracking using **Quality Center**

**Title: Vodafone (UK, Netherlands)**

Role : Sr Subject Matter Expert

Testing Tools : Manual Testing, Quality Center

Duration : Mar,07 – Jul, 10

Applications : CRM, CSM, Product Catalogue, Rating, Billing, AR and Collections

**Description:** Amdocs BSS Stack offering to Vodafone. Part of the team for multiple releases like Strategic Customer Management, Anniversary Billing. Our offerings include Amdocs Ensemble, Enabler, Clarify CRM, Product catalogue, Rating, Billing, AR and Collection

* Test case design and execution
* Bug reporting and tracking using **Quality Center**
* Involved in API Testing and Integration Testing
* Performed Peer reviews and ensure the Test design covers all the requirements
* Involved in raising the any issues in requirements