***Sameer***

***( [ITIL®V3 Foundation](http://www.linkedin.com/search?search=&keywords=ITIL%C2%AEV3+Foundation&sortCriteria=R&keepFacets=true" \o "Find users with this keyword) and CCNA Certified.)***

***B. Tech. ||*** *Email:* *Sameer.373696@2freemail.com*

**OBJECTIVE**

An [ITIL®V3 Foundation](http://www.linkedin.com/search?search=&keywords=ITIL%C2%AEV3+Foundation&sortCriteria=R&keepFacets=true) and CCNA certified professional with 14+ years of illustrative experience including Revenue Assurance- Data analysis, Service assurance, network Operation and Implementation.

**CORE COMPETANCIES**

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* Analyze data using statistical methods.
* Ensure customer billing and invoicing activities are performed in accordance with the customer contracts, applicable guidelines, and business practices and in the relevant systems.
* Attuned with the latest trends and techniques in the field of Telecommunication.
* Competent in managing Revenue Assurance Processes, developing and implementing new procedures and analyzing causes of revenue loss and billing errors in relation to financial performance, customer satisfaction and compliance with statutory billing requirements.
* Exposure of Onsite Short term assignment in **Belgium and Romania (Europe)** for 5 months wherein majorly worked for Transition of NOC and international roaming from Alcatel Lucent Romania to Tech Mahindra Pune.
* Having hands on experience of configuration, implementation and operation and management of core network elements like MSC,GMSC,GGSN,SGSN,HLR,STP and PCRF.
* Switch and Router configurations knowledge and knowledge of L2 switching architecture and protocols
* Good Knowledge of OSI & TCP/IP Network protocol architecture, Layering benefits and concept, functions of different layers, switches and LAN design, VLANs
* Having around 3+ years of experience of service assurance of corporate customer.
* Requirement gathering from Business, corporate customer and EPABX team for providing PRI,BRI, Wireline services.
* Good knowledge of testing terminologies like Product Testing, Assembly Testing, SS7 Testing, Telecom Testing including system, UAT, performance, integration, functional, non-functional, risk based, security, regression testing, traffic management testing, Cisco network testing.

ACADEMIA

* B.E (Electrical) from Dr.Babasaheb Ambedkar, Technological University Lonere, Raigad in 2001.

**Company Name – Reliance Communication**

**Role-** Senior Manager and Subject Matter Expert

**Domain-** Telecom Billing and Revenue Assurance domain

**Duration-** Dec 2014 to Till Date.

**Responsibilities:**

* Collect data by using a scripting language such as SQL. Explore and analyze datasets with tools like Excel, visualize data insights and communicate findings to team across the organization.
* Identify and recommend new ways to save money by streamlining business processes.
* Ensure timely provisioning and update of the billing systems with updated vendor, customer and operator information.
* Validate business processes on regular basis to ensure that the rating of the prices as per desired output.
* Ensure reconciliation of billing information.
* Work with internal and external stakeholders to ensure a clean and timely year-end audit.
* Closely involved with development team to give and explain business requirement.
* Reconciling GGSN/EPC data usage with IN and postpaid billing.
* ILD outbound high cost routing usage analysis, outbound vs inbound payment analysis.
* Synchronizing Billable TGs across MSC, Mediation and Interconnect Billing System.
* Identify instances where Interconnect cost per destination is higher than tariff passed onto subscribers.
* Detect irregular traffic routing by B Number analysis, IMSI configuration validation.
* Checking Records excluded from Interconnect Billing system and then further rating them.
* Reconciling MSC SMS and Voice records with Interconnect billing and partner invoice for correct Revenue and Cost payout.
* Developing, system testing & implementing internal controls to prevent revenue leakage.
* Was a part of end to end mobile testing for major product of reliance like Facebook lite, Whatsapp , twitter and youtube,,beep call, advoice including responsibility like respective vendor co-ordination, day to day communication and signoff.
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**Company Name – Tech Mahindra**

**Role-** Manager

**Domain-** Telecom

**Duration- Sept 13 to Dec’14**

**Responsibilities:**

* Working as a network manager and handling and mentoring team of 30 people across different locations.
* Ensuring to adhere NOC process in day to day maintenance activities of 2G/3G and 4G technologies.
* Complete transition of NOC from ALU to Techmahindra.
* Monitoring of day to day KPIs.
* Handling incident crisis management.
* Ensuring the tickets to be closed within SLA.
* Very good knowledge of Mandex ticketing tool system.
* Installation of implementa server in Belgium and India region of remotely roaming testing.
* Involved in end to end mobile testing for the local as well as remote area of Belgium and India.
* Preparation of test plan, resource scheduling, define testing environment
* Preparation of test cases, checklists , execution of test case and defect management, RCA.
* Involved in interface testing, product testing and UAT.
* Involved in day to day communication and testing status with vendor team from Germany.
* Currently we are doing the Belgium operator international roaming remotely from India through Implementa tool.
* Done the complete transition of international roaming from ALU to Techmahindra.
* Co-ordaining with different operator for the product testing.
* Implementation of new connectivity with roaming operator for the 2G/3G and 4G network.
* Co-ordination with GRX provider for the resolution roaming related problem.
* Doing the configuration of new operator for the User Acceptance testing before the commercial.
* Maintaining the Roaming SIM database.
* Doing coordination with different international roaming operator for the IR-24,IR-32 and IR-35 testing.
* Maintaining the data base in Roamsys tool.
* Handling the day to day international customer related complaints and queries.
* Co-ordination with different operator to ensure the testing before and after activity if any major changes.
* Doing the international roaming testing through SIGOS in case of emergency.
* Visited to Belgium and Romania for the shadowing of International roaming.
* Good Knowledge of Citrix, SIGOS and Implementa tool.
* Monitoring of day to day KPIs.
* Very good knowledge of Mandex ticketing tool system.
* Trouble shooting of International roaming issues.
* Keeping the IR21 documents up to date with different operators.
* Co-ordination with Tadig teams for the billing related issues.

**Company Name – Sistema Shyam Teleservices**

**Role-** Lead

**Domain-** Telecom Network router and switching

**Duration- Oct’ 09 to Sept’13**

**Responsibilities:**

* Worked as a Lead and handling and mentoring team of 20 people including Telecom Testers Performance Testers and Load Testers.
* Review of requirements, design, develop and document system level test plan for IP Switches/Routers.
* Work closely with software development team to develop and execution of test of test plans.
* Reporting of defects and preparation of test reports.
* Involved in MNP testing with different operators as per guidelines from DOT.
* Good Knowledge of OSI & TCP/IP Network protocol architecture, Layering benefits and concept, functions of different layers, switches and LAN design, VLANs
* Involved in Telecom Testing, Network TCP/IP Network protocol testing, SS7 layer Testing.
* Successfully implemented, tested and traffic migrated to Mumbai PDSN by coordinating with circle teams, ISP teams, service operator and cross functional teams.
* Monitoring of daily basis SLA and KPI’s.
* Work with regulatory/security /other agencies for technical fulfillment of Core Network related requirement such LI testing/clearance , TEMS cell inspection, Technical coordination with LEA agencies.
* Capacity management by checking Switch network performance analysis & traffic analysis on daily basis and taking necessary action to improve Network performance.

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| * Involved in configuration change management
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* Implementation of LCR translations in the network as per business/finance team requirement through configuration change management.
* Data LI implementation with PDSN and Voice(Zeel).
* Preparation of business cases for the new requirement, raising the purchase order and request and processing of invoices.
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**Company Name – Alcatel Lucent Managed Solutions Limited**

**Role- Deputy Manager**

**Domain-** Telecom Network-Core

**Duration- Jan’09 – Oct 09**

**Responsibilities:**

* Was a part of Telecom Testing Team, including product testing and protocol testing.
* Performance Management and Accountable for operations and maintenance of 6 Alcatel Lucent Switches, Ericsson AXE 810, ZTE Gmsc , Huawei MSC and GMSC and 4 Telos Sonata NGN switches.
* Monitoring the performance file creation, troubleshooting in case of unavailability of performance file, Checking of AMA disk occupancy, Administrating, Monitoring and Troubleshooting of server hardware which includes XYPLEX, OMP Server (SUNW Netra-440), 5ESS (Sun Netra ct 800 & Sun Netra ct 400).
* Handling activities pertaining to administration and maintenance of all APG40 servers.
* Conducting analysis of the Busy Hour Switch Reports and trending the improvement of ASR (Answered Success Rate) and Trunk utilization aiding to network optimization.
* Executing diagnostic tests to include depth analysis of the hardware, troubleshooting and rectification of hardware errors internal and external of both the switches.
* Configuring new PoIs, acceptance testing and augmentation of capacity in existing PoIs by analyzing Utilization from Traffic reports.
* Performing ECP & 5ESS translations, ECP table generations, DXD route tables and dialing plan form (APXRCV), familiar with 5ESS trunk group and routing recent databases.
* Integrating EVDO cell sites with lucent switch.
* Scripting in DCS for Cell Site Integration, E1 augmentation, querying DCS database for traffic analysis.
* Configuring and handing maintenance of C7 signaling links with ILTs, MSCs, STPs, etc.
* Managing activities pertaining to Daily O&M & backups for Sun Servers in the system
* Utilizing Tektronix K1297 protocol Analyzer for trouble-shooting call failures.
* Performing System Backup Routines for ECP, OMP-FX and DCS on DAT Tapes.
* Involved in Product Testing, Risk Management, Incident Management.

**Company Name – Tata Teleservices Ltd.**

**Role-** Operation Manager

**Domain-** Telecom Network

**Duration- Aug’08 – Jan’09**

**Responsibilities:**

* Participating in discussion on presales and technical proposal with vendors, ensuring implementation of the projects & conducting acceptance test for the projects.
* Coordinating with Vendor, product team, circle teams during integration and up gradations to ensure task completion within stipulated time.
* Involved in Protocol Testing and product testing.
* Preparation of Checklist, Defect Logging.

**Company Name – Reliance Communications Ltd**

**Role- Deputy Manager**

**Domain-** Telecom Network

**Duration- Sep’06 –Aug’08**

**Responsibilities:**

* Performing diagnostic tests to include depth analysis of the hardware, troubleshooting and rectification of hardware errors internal and external of both the switches.
* Configuring the new PoIs, acceptance testing and augmentation of capacity in existing PoIs by analyzing Utilization from Traffic reports.
* Designing call routing database and planning switch resources efficiently.
* Performing ECP & 5ESS translations, ECP table generations, DXD route tables and dialing plan form (APXRCV), familiar with 5ESS trunk group and routing recent databases.
* Integrating Cell Sites with Lucent switch i.e. verifying nailed-up connections between BTS and FMS, translations related to Packet Pipe Member and Trunk group members.
* Defining virtual paths in PSAX (ATM switch) to support CDMA hand-offs.
* Scripting in DCS for Cell Site Integration, E1 augmentation, querying DCS database for traffic analysis.
* Configuring & handling maintenance of C7 signaling links with ILTs, MSCs, STPs, etc.
* Utilizing Tektronix K1297 protocol Analyzer for trouble-shooting call failures.
* Performing System Backup Routines for ECP, OMP-FX and DCS on DAT Tapes.
* Executing activities such as: Switch Expansion, Hardware and software Up gradations, IP Back Haul up gradation, Node Migration from IMS Ring to AP (410S) in Lucent CDMA Switch.

**Company Name – Tata Teleservices Bangalore**

**Role-** Telecom Operation Engineer

**Domain-** Telecom

**Duration- Jul’03 –Sep’06**

**Responsibilities:**

* Steering activities pertaining to ECP, DCS hardware diagnosis, integration & testing.
* Requirement gathering from Business, corporate customer and EPABX team for providing PRI,BRI, Wireline services.
* Configuration of PRI,BRI and wire line services as per business requirement.
* Providing the support for PRI and BRI to corporate customer like TCS, Infosys, Wipro, Motorola etc.
* Installation and integration of DLCs.
* Conducting subscriber feature testing as per CAM.
* Functioning as a team member in Integrating, commissioning, testing and CAM of 5ESS.
* Taking system backup, preparation and loading of data required for implementation of CCS7 links between other operators.
* Defining and changing all types of data related to B-Number analysis table.
* Defining, generating and conducing analysis of different types of Traffic reports based on different Routes on Daily and hourly basis.
* Integration and testing of call interception of Verient equipment.
* Involved in execution of test cases, defect management, RCA and reporting to respective stake holders.
* Managing activities such as maintenance of 5ESS & ECP, database creation for SDCA’s & POI testing with other operators.
* Integrating testing of Lucent switch with Ericsson switch.
* Managing variant system integration & testing with Lucent wire line & Ericsson wireless switch.
* Integration Testing and Trouble shooting.

**Company Name – Nutek(I) pvt ltd.**

**Role-** Telecom Engineer

**Domain-** Telecom

**Duration- Apr’02 – July’03**

**Responsibilities:**

* Steering activities pertaining to ECP, DCS hardware diagnosis, integration & testing.
* Conducting subscriber feature testing as per CAM.
* Functioning as a team member in Integrating, commissioning, testing.

**Technical Skill Set**

* Operating System : WIN 98/ME/2000/XP.
* Databases : DB2, Oracle, SQL Server, MySQL,Hadoop& MS OFFICE
* Subex moneta

**RERSONAL DETAILS**

* **E mail**  : *Sameer.373696@2freemail.com*
* **Nationality :** Indian