**Gayatri Tiwari**

**Summary:**

A professional with 2.1 years of experience in Support and testing on Telecom Billing Product Amdocs, working with all On-line modules and web modules in Amdocs, Rating, Billing, Resolving Billing tickets. Seeking a challenging opportunity that utilizes my skills and abilities and, offer ample learning opportunities.

**Technical Skills:**

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| --- | --- |
| Billing System | Amdocs 7.5, BSCS **ix** |
| Platform | Linux, Windows, Sun Solaris |
| Technical Skills | SQL, UNIX,PL SQL |
| Database | Oracle 9i,10g,11g & 12c |
| Tools | Toad, SCP,RTC,QA |

**Educational Qualification:**

* B.Tech (Information& Technology) from ASTRA College (JNTU), Hyderabad.

**Experience Summary:**

|  |  |  |
| --- | --- | --- |
| **Customers Name** | **Role** | **Period** |
| Artech Info systems Pvt Ltd (client IBM (BELL CANADA) | Software Engineer | 9th May 2016 to 29th Jul 2016 |
| Ilisia Softsol Pvt ltd (IBM Vodafone) | Tester | 1st Feb 2015 to 8th May 2016 |
| Senate Systems Pvt. Ltd. | Software Engineer | 30th June 2014 to 20th Jan 2015 |

**Expertise**:

|  |  |
| --- | --- |
| **Operations & Support** | **Testing** |
| L1, L2 Support | Testing different rating and billing cases |
| Handling Trouble Tickets | Verifying Issue fixes for resolved tickets |
| Rating/Billing Operations | Validating root cause fixes |

**Roles & responsibilities:**

* Operations & Support:
* Execution of Rating process and monitoring the processes
* Resolution of Issues reported and digging for route cause fix. Interacting with internal surrounding teams to understand the problem in the system and assigning the issue to particular team for the fix. Analyzing the sizing of the reported issue.
* Experience in working on online modules.
* Executing the Pre & Post billing activities.
* Application back end support.
* Testing:
* Unit testing and error debugging.
* Testing different rating and billing cases.
* Test scenarios and cases design
* Testing the fixed cases with rating and bill verifications.

**Certifications:**

* C, CPP, Complete Java certification from NIIT

**Personal Profile:**

* **Email\_id:** gchalla13@gmail.com
* **Contact No:** +971-582501773
* **DOB / Age:** 30th Dec, 1992
* **Sex:**  Female
* **Languages Known:** English, Telugu and Hindi
* **Nationality:** Indian
* **Address:** Dubai