**Suhail.301200@2freemail.com**

**Objective**

Seeking an environment that offers challenge, enhances continuous learning stimulates

 creativity and originality and boosts professional growth.

**Education**

**Qualifications M.Sc. IT (Master** **of Science in Information and technology)**
Beehive college of advanced studied, HNB Garhwal University, India

**BCA (Bachelors in Computer Applications)**

Govt. Degree College boys baramulla, University of Kashmir, India

**Language skills English** **Urdu** **Hindi** **Kashmiri**

 Good Good Basic Good

**Professional Experience**

**Profile**

Experience in IT/Telecom Industry: From July 2010 to Oct 2016 (6+yrs)

**Primary job role:**

* Manage Telecom Business Operations
* Telecom Billing Support
* BSCS Product Configuration Support
* MIS support.

**Primary skill set:**

* Managed Operations Competency
* MIS reporting using PL/SQL
* PL/SQL programmer.
* Web Application Development.
* Activation and provisioning of Prepaid and postpaid.

**COMPETENCIES:**

* Highly Motivated, Target oriented Balanced and a Fast learner.
* Gifted with Analytical Ability, Interactive Personality & Good Communication skills.
* Can work under constant pressure and deadlines for long hours.

**Career History**

**10/2016 – Till Date**

**Dunia Finance LLC. Abu Dhabi**

**Relation Officer**

***Contribution:***

* Maintaining relationships with existing customers through regular visits
* Establish and maintain business relations and generate new business.
* Ensure high level of consumer satisfaction by building and maintaining good relationship with potential customers.
* Verifying the documents and submitting with 100% success ratio
* Initiate and close deals.
* Achieved the sales in diversified products (Car loans, personal loans and credit cards)

**07/2014 – 10/2016**

**Vodafone Mobile Services Ltd-J&K**

***Contribution:***

* Document Management and Prepaid and Postpaid Process Compliance.
* 100% check field validation on CAF of each verified customer to Ensure CAF compliance as per

 DOT/TRAI directive FA and EV must be done after.

* Hands on experience in handling prepaid/Postpaid activation, Service Provisioning in CPOS.
* Uploading the customer information Data Entry in DMS for all the prepaid activations in TAT.
* CAF management operations.
* Submitting CAFs sample for Internal/TRAI audit and achieving >98% in Service assurance audit scores.
* Ensure well organized DHQ's with staffing and Report any kind of discrepancies on a daily basis to ZCS, Partner and Circle Activation Team.
* Daily MIS and publishing all On Boarding dashboards to Management.
* No Variation should occur in the daily Sales Pick MIS and Physical CAF submission.
* DHQ Query management & Retailer Education.
* To ensure 100% Queries, Request or complaints were closed within TAT.

**04/2012 - 07/2014**

**WDC Pvt Ltd**- For IBM India Pvt. Ltd. (Sep’13 till july’14)

**IMSI India Pvt Ltd**- For IBM India Pvt. Ltd (Apr’12 till Sep’13)

**Project: Vodafone Mobile Services Ltd. J & K**

**IT Executive/Support**

***Main contributions include:***

1. **PRODUCT CONFIGURATIONS*:***

Understanding and framing the construct for postpaid and prepaid product configurations requirement from circle marketing team and coordinating with central SNT for its configuration. Resolve all configuration UAT queries for Products given for UAT.

**2. BILLING SUPPORT:**

Resolve all Prebill queries before every circle bill run. Ensure successful completion of billing activity.

On time support for all billing related issues. Resolve all post bill dispute issues.

**3. MIS SUPPORT:**

Provide Pre Bill and Post Bill MIS reports. In addition to it Provide PL/SQL support for other Ad hoc MIS requirements.

**4. BSCS APPLICATION SUPPORT:**

Provide BSCS support for provisioning issues which include contract activation/deactivation and service provisioning. Provide Support for Bulk upload applications. Call rejection clearances

***Description:***

* Knowledge data Extraction and Loading.
* Knowledge of UNIX Shell Scripting.
* Monitoring of Billing Server (Amdocs), Customer Relation Management (CRM) and various

other applications.

* Creation of Prepaid and postpaid SIMS files
* Reconciliation of network and non-network products of prepaid system with IN, HLR, Amdocs, MSG.
* Product configuration, Keyword Creation with coordination with central team.
* Coordinating with central team for Configuration of Postpaid Plans, COFU, and Promo etc in Amdocs.

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# Part of billing system migrations Projects like

# BSCS Migration to Amdocs (July 2013)

**07/2011 - 04/2012**

**IDS INFOTECH Pvt. Ltd. Mohali**

**Data analyst**

***Description:***

Providing services on a variety of litigation support issues and projects, including best practices concerning electronic discovery, data collection, document management and review, and electronic evidence handling and processing.

***Contributions:***

* Worked closely and effectively with all levels of management to satisfy project/productivity requirements.
* Worked with Project Manager to analyze different data types (native files, e-mails, scanned documents, loose e-files) and loaded data to IPRO and Concordance database.
* Manage the database and create the final delivery with using third party tool.
* Used access database in development of quality control tools in order to analyze tagged material before production.
* Proficient with LAW, Concordance, Opticon, IPRO, Summation Iblaze, Ringtail, Access and other Microsoft tools.
* Manipulating data using various text editing and comparative software tools such as Textpad, MS Excel, and MS Access.
* Maintain and troubleshoot litigation databases (perform data normalization, global edits, remove duplicates, overlay or merge data into existing records, index and pack databases).
* Strong background using litigation support applications with an emphasis on Concordance, Opticon, Summation Iblaze, IPRO, Iconvert, LAW 5.0 and Ringtail.

**03/2011 - 07/2011**

**INTELENET Global Ltd**. **Mohali**

**Sr. Customer Support Associate**

***Contributions:***

* To manage customer queries & effective management of all customer complaints regarding Billing and network and providing solutions through E –Mails/voice.
* To escalate Queries to the concerned department and get them solved.
* Handling customer queries and providing information as per defined medium.
* Give information to customers on queries, offers, enquires.

**06/2010 - 03/2011**

**TATA Business Support Services**. **Mohali**

**Customer Support Associate**

* To manage Customer Queries & Effective Management of all customer.
* Complaints regarding Billing and network and providing solutions through Voice.
* User communication and internal escalation of cases.
* Notes mail management

**Personal Details**

Date of Birth:22nd May 1987

Marital Status:Unmarried**.**

Current location: Najda Street, Abu Dhabi

Passport status: Valid through 2027