

**Seeking senior level assignments in Project Management / Service Delivery / Transition Management with an organization of high repute: Position; Country Technical Support Manager**

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**Career Abstract**

**Skill Set**  
**Project Execution**  
**Application Development**  
**Testing**  
**Requirement Gathering**  
**Business Analysis**  
**Managed service operations**

- ↵ Confident, dedicated **Professional** with 10+ years of **Project Execution**, and **Analysis, Design, Development and MSO of Telecom Billing System**
- ↵ Experience in product development using **Pro\*C, C++, PL/SQL and shell scripts**.
- ↵ Experience Production support in areas like **Rating, billing, roaming and order management, Service managements, Incident Management and Managed services operation and good knowledge on ITIL and ITSM process.**
- ↵ **Possesses broad technical knowledge of application design, architecture, and application integrations**
- ↵ Contributed in implementing the **Rating & Billing Module (@bility of Rwanda, client Rwanda Telecom)**
- ↵ Strong abilities in **testing** including setting up of test environment, creation of test scripts / cases, execution of Tests and tracking of defects using various tools
- ↵ Talent for **proactively identifying & resolving problems** with ability to adapt to new environments & technologies
- ↵ Expertise in providing **effective resolution to customer queries**; improving relationships with the client by anticipating their future requirements
- ↵ Highly successful in **mentoring and motivating individuals** towards maximising productivity as well as in forming cohesive team environments
- ↵ An effective communicator with ability to solve operational problems and work without the need for direct supervision while ensuring timely completion of all projects

**Professional Experience**

**Tecnotree Convergence Ltd., Bangalore, Bangalore as Tech Lead: Since Dec' 06**

**Technical Expertise**

Programming skills : Pro\*C, C++, Java & PL/SQL and shell scripts  
Tool : Edit Plus v2.10, Toad, GDB and GCC, Toad.  
Version Control : Subversion control.  
Operating Systems : Linux

**Functional Expertise**

- ↵ **Overseeing end-to-end project planning** and implementation from scope management, to activity sequencing, effort & cost estimation, risk analysis to quality management in line with international guidelines and norms
- ↵ Mapping clients' requirements and providing them solutions involving evaluation and definition of scope of project and finalization of project requirement
- ↵ **Understanding and coordinating client's needs** / enhancements, customization of product accordingly and consulting with technical team to provide solutions as per the delivery schedules
- ↵ **Developing products ensuring detailed product requirements** are clearly defined to address business objectives, agreed upon product requirements are strictly adhered to business objectives and goals
- ↵ Testing full product suite's, identifying problems & resolving them with the development team
- ↵ Configuring & testing the applications and developing test plans and test cases; accepting testing for released projects and allocating resources.

**Professional Qualifications**

- ↵ **B.E. (Electrical and Electronics)** from Malnad College of Engineering, Hassan. Karnataka in 2005