**Name: Rahul Kumar**

**Email: rahulkumarskp020@gmail.com**

**Contact: +91-8252231280**

**PROFESSIONAL SUMMARY**

Highly motivated professional with 10 Years of extensive experience in Telecom Sector & FinTech in the product development and support, including 6+year experience in combination of Business analyst and Product owner, specializing in product operations, cross-functional collaboration, and both management and individual contributor roles. Skilled in business requirement gathering, bridging gaps between stakeholders and technical teams, change management, and client services, with a proven ability to build strong relationships with internal and external stakeholders. Adept at navigating multiple tech verticals and excelling in communication and collaboration across organizational and non-organizational horizontals to drive business success.

**CORE COMPETENCIES**

* Business Analyst Planning & monitoring
* Elicitation & Collaboration
* Requirement Life Cycle Management
* Requirements Gathering
* Requirements Analysis & Design Definition
* Solution Evaluation
* Stakeholder management
* Project management

**TECHNICAL SKILL**

* **Modelling tools:** MS Visio, Draw.io
* **Prototyping & wireframe tools:** Axure & Balsamiq
* **Reporting tools:** Power BI, Grafana, NMS
* **SDLC models:** Waterfall & Agile scrum
* **Project management tool:** Jira
* **Database:** SQL
* **Documentation tools:** MS Office Suite
* **Operating System:** Linux/Unix, windows

**PROFILE SUMMARY**

* In-depth knowledge of SDLC in various phases (i.e waterfall & agile)
* Proficient in the Waterfall Model: Gathered and documented requirements through elicitation techniques, prepared BRD, FRD, and SRS, developed RACI Matrix, BCD, UML Diagrams, and Prototypes, and tracked requirements through RTM. Well-versed in managing UAT and handling Change Requests.
* Expertise in Agile Scrum: Crafted user stories with Acceptance Criteria, Business Value (BV) & Critical Path (CP), managed Sprint & Product Backlogs, and facilitated various Sprint meetings. Generated Sprint & Product Burndown charts and ensured adherence to DOR and DOD checklists.

**PROFESSIONAL EXPERIENCE**

**Product Technical Lead**

**Comviva Technologies** **(Telecom)|** Mar-2021 – till now.

* Managing in-house product development (UNO-SMSC, NGAGE-Campaign Management, MMSC, Bulk Messaging, Firewall) and implementing change requests based on company and client requirements.
* Interacted with the stakeholders and gathered requirements by using various elicitation techniques.
* Created user stories with appropriate acceptance criteria with the assistance of the Product Owner. Added user stories into product backlog using the JIRA tool.
* Prioritized and validated the requirements using Moscow and FURPS technique, added user stories to sprint backlog based on prioritization order.
* Collaborated with Product Owner and Scrum Master for BV and CP.
* Participated in sprint ceremonies to remove roadblocks in the project.
* Generated Sprint, Product Burn down/Burn up charts to track the project progress.
* Participated in product planning and UAT to successfully deliver each sprint component.
* Delivered product demonstrations and training for customers and internal teams.
* Coordinated cross-functional teams to implement changes and enhance product quality.
* Define business rules when necessary to support business processes.
* Act as the single point of contact for assigned projects/tasks, managing customer interactions and coordinating with internal teams.
* Engage with clients and vendors for requirement analysis, issue resolution, and timely solution delivery through online support.
* Work closely with engineering and other CFT teams to manage backlogs and prioritize tasks effectively.
* Facilitate User Acceptance Testing (UAT) for customers to ensure project sign-off.

**Sr. Product Associate**

**TechAlpha Messaging LLC (Telecom)|** July-2019 to Feb-2021

* Partnered with engineering teams to manage backlogs and prioritize tasks efficiently.
* Ensured timely delivery of high-quality products while meeting project deadlines.
* Conducted training sessions on product updates to enhance team efficiency.
* Collaborated with vendors and internal teams to ensure seamless and high-quality service delivery.
* Utilized tools such as CSG Assure, TELQ, iTEST, Alaris, and campaign management tools to drive operational excellence.
* Engaged with clients and vendors for requirement analysis, issue resolution, and timely solution delivery via email, Skype, and other communication channels.
* Managed Least Cost Routing (LCR) configuration and reporting.
* Gained hands-on experience with platforms such as Telemarketer, Enterprise Client Platforms, IVR Systems, and DLT.
* Coordinated with the sales team to analyse and address traffic gains and losses.

**Associate Product Team Member**

**Monty Mobile** |**(Telecom)** Sept. 2017- June-2019

* Oversaw product lifecycle management with a focus on innovation and customer satisfaction.
* Supported search engine optimization (SEO), site audits, and user experience improvements.
* Delivered training sessions and provided issue resolution to ensure smooth product operations.

**Network Operations Center (NOC) Lead**

**Monty Mobile** | June-2016 to Sept.2017

* Strong understanding of VAS applications with expertise in SMPP v3.4.
* Hands-on experience with configuration management tools such as OTRS and billing systems.
* Performed client testing, configuration, regular monitoring, and traffic analysis for all customers.
* Managed customer/vendor trouble tickets, led teams, and handled reporting.
* Conducted Root Cause Analysis (RCA) using PCAP files.
* Responsible for testing, monitoring, and optimizing message routing.
* Managed rate notifications, LCR supplier testing, and daily loss report analysis.
* Identified and onboarded new routes based on supplier rate analysis.
* Worked on customer-set targets to optimize and win traffic.

**WEBNOTRIX SOFTWARE SOLUTIONS LLP**

**NOC Engineer-SMS (Telecom)|** June 2014 – Feb 2016

* Responsible for activities related Monitoring Traffic, Testing, Trouble Ticket, Daily traffic report analysis.
* Handled responsibilities of providing 24x7 networking support in production environment.
* Analysing and monitoring the traffic.
* Executed the close trouble tickets that raise during corrective maintenance by team.
* Participated in performing testing on less traffic route.
* Involved in preparing the daily progress report.
* Monitoring on overall traffic and partially worked on VAS concept.

**EDUCATION**

* B.E in Computer Science engineering from SKP engineering college affiliated to Anna University Chennai.
* Trained IT- Business Analyst.
* Training on Q-spider for Software Testing.
* Intermediate from Suraj Singh Memorial College, Ranchi.
* 10th Standard CBSE from Shradhanand BAL Mandir, Ranchi Secondary school in Jharkhand at Ranchi District.

**ACHIVEMENTS & CERTIFICATIONS**

* ACE-CARD: Awarded thrice for ownership of UNO product planning, upgrade & customer satisfaction in Airtel-Africa.
* Top Team Award (Unit Level) for the period of H2, FY'23
* Top Team Award (Unit Level) during the period H2, FY'24.
* Employee of the Quarter – Awarded twice for outstanding performance and contributions.
* Smile Maker Award – Recognized for fostering a positive and motivating work environment, enabling the team to perform at its full potential.
* Multiple Appreciations – Received numerous appreciation emails from various OPCOs for timely implementation, change requests (CR), troubleshooting, and exceptional service delivery.
* Beginner: REST Docker Kubernetes L1
* Product Knowledge - Comviva Competency through “Comviva - Uno”
* Product Knowledge - Comviva Competency through “Comviva - LEAP”

# **DECLARATION:**

I hereby declare that all the above-mentioned details are correct to my knowledge, and I will be responsible for any discrepancy.

Place: Bangalore

Date: RAHUL KUMAR