KAMRAN HUSSAIN SHAH

Manager Business Analysis (IT Planning)

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Summary	20 years of working experience in ICT with Project Planning, Change Planning, Quality Assurance, Implementation and Operations of Large-Scale Projects

Proficiency in

ICT Solutions Change Request Management
Change Management and Quality Assurance of Low, Medium, and High Complexity CRs in IT BSS/OSS systems
Responsible for RFC analysis, requirement gathering, acquiring solutions
Review requirements, specifications and technical design documents
Review and Create detailed, comprehensive testing scenarios. Prioritize, plan and coordinate testing activities
Identify, document and track UAT issues/ observations and timely resolution
Change Management Process Quality Audits (Internal/ External)
Change Management KPIs and TAT Reporting
Vendors/ Clients Management and Coordination
Technical & Financial Proposals and Negotiations
Systems Scope Analysis and Solution Architecture Proposals
Business Analysis & Implementation Management
SLA Operations Management & Reporting
ICT Applications Analysis & Development Guidelines

Organizations

PTCL (GPON, PSTN, Broadband, IPTV, OTT, Wireless)

Computer Research (Pvt) Ltd. (ICT Solutions Vendor)
SCO, Special Communication Organization (PSTN with (AIN), GSM, WLL, DXX, XDSL, GPON, IPTV networks)PAKTEL Pakistan (GSM, TDMA networks)
INSTAPHONE Pakistan (TDMA network)
Shifa International Hospital (Health care)

Experience Summary

From	To	Position	Organization
Feb-2017	Date	Manager Business Analysis-IT Planning	PTCL, Islamabad
Jan 2011	Feb-2017	Manager Projects	Computer Research (Pvt) Ltd. Islamabad
Mar 2008	Dec 2010	Manager IT Billing	Special Communication Organization (SCO). Rawalpindi
Sep 2004	Mar 2008	Senior IT Operations Executive	INSTAPHONE Pvt. Ltd. Islamabad
Feb 2002	Aug 2003	Programmer	Shifa International Hospitals Ltd. Islamabad
Jun 2000	Jan 2002	Internship	ALSHIFA TRUST EYE HOSPITAL, Rawalpindi TELECOM FOUNDATION, KSoft, Islamabad

Education

Degree	From	To	University/ Institute
MCS	Sep2000	Sep2002	Al-Khair University AJK, Pakistan
BCS	Mar1998	Mar2000	Govt. AJK University MZD, Pakistan

Professional Courses

Course Title	From	To	Institute
Oracle Development Suite	Oct 2000	Mar 2001	Buraq IT School, Rawalpindi, Pakistan
UNIX Operating System	Oct 1999	Dec 1999	Institute of Information Technology and Management, Rawalpindi, Pakistan

Feb 2017 to Date

Manager Business Analysis (IT Planning) at	**PTCL (HQ). Islamabad, Pakistan** **GPON, PSTN, Internet, IPTV and Wireless Services Provider** www.ptcl.com.pk

Role	ICT Change Planning & Implementation Management
Responsibilities	■ Change Management of Low, Medium, and High Complexity CRs in IT BSS/OSS systems. ■ Responsible for RFC analysis, requirement gathering, acquiring solutions from vendors and in-house dev teams, UAT cases, UAT scheduling, UAT execution, UAT observations handling, approvals and change implementation. ■ POC for Change Management Process Audits (Internal/ External) Change Management KPIs and TAT Reporting ■ Vendors/ Clients Management and Coordination ■ Developing project plans, goals, and budgets; identifying resources needed ■ Developing schedules and methods for measuring results ■ Guiding and performing strategic analysis for the project ■ Organizing and managing all phases of the project to ensure on-time completion ■ Representing the company's interest and providing independent advice on the management of projects ■ Preparing requests for proposals and conducting all necessary meetings to facilitate the selection of project services andproducts ■ Planning and overseeing project communications. ■ Analysis of market intelligence and competition ■ Study and analyze feature compliance, legal terms, commercial terms, supporting documents type and the company's purchase process. Identify Risks and Benefits of Request For Proposal (RFP) received from business users ■ Developing technical and financial proposals ■ Hardware/third-party software solution integration and pricing (with relevant vendor)

Jan 2011 to Feb 2017

Manager Projects at

Computer Research (Pvt) Ltd. Islamabad, Pakistan
ICT Solutions Vendor
www.cr-pl.com

Role	ICT Projects Planning & Implementation Management
Responsibilities	- Projects Planning, Execution, Monitoring & Control - Developing project plans, goals, and budgets; identifying resources needed - Developing schedules and methods for measuring results - Guiding and performing strategic analysis for the project - Organizing and managing all phases of the project to ensure on-time completion - Assembling and coordinating project team members; assigning individual responsibilities - Representing the client's interest and providing independent advice on the management of projects - Preparing requests for proposals and conducting all necessary meetings to facilitate selection of project services and products - Planning and overseeing the preparation and dissemination of project communications. - Analysis of market intelligence and competition - Study and analyze feature compliance, legal terms, commercial terms, supporting documents type and the customer purchase process. Identify Risks and Benefits of Request For Proposal (RFP) received from business users - Developing technical and financial proposals - Hardware/ third party software solution integration and pricing (with relevant vendor) - Product Demonstration

Projects Highlights

Telco Traffic Wholesale Billing System

- Planning & Implementation Management of Telco Traffic Wholesale Billing System (A govt. project)

   1) Prepared and presented Technical Solution Design, BOQ, Project Plan and SLA.
   2) Project awarded after negotiations on price and project terms in meetings with partner vendors and govt. officials.
   3) Project executed with requirement analysis, business meetings and interviews with business users identifying functional and nonfunctional requirements.
   4) Communication with development team to ensure timely development and implementation of the project successfully.
   5) Planned and Conducted end user training
   6) Project closure with relevant deliverable and HOTO.

Key Functional Requirements of the system included;

- ✓ Agreement definition and carrier profile management
- ✓ Tariffs and Billing cycles management
- ✓ Collection of CDRs from gateway soft switch
- ✓ Mediation of Raw CDRs to standard output format
- ✓ Rating of call events according to defined tariff
- ✓ Credit monitoring and service blocking/ unblocking
- ✓ Credit monitoring email and SMS alerts
- ✓ Billing & Invoicing at end of each billing cycle
- ✓ Reconciliation and settlement of traffic disputes
- ✓ Financial transactions postings and Ledger management
- ✓ Reports and dashboards
- ✓ System errors alert management
- ✓ Reports scheduling

International Grey (Telco) Traffic Analysis & Settlement System

- Planning & Implementation Management of International grey (Telco) Traffic Analysis & Settlement System (A govt. project)

   1) Prepared and presented Technical Solution Design, BOQ, Project Plan and SLA.
   2) Project awarded after negotiations on price and project terms in meetings with partner vendors and govt. officials.
   3) Project executed with requirement analysis, business meetings and interviews with business users identifying functional and nonfunctional requirements.
   4) Communication with development team to ensure timely development and implementation of the project successfully.
   5) Planned and Conducted end user training
   6) Project closure with relevant deliverable and HOTO.

Key Functional Requirements of the system included;

- ✓ Collection of ISUP/ TUP, ISDN, SIP / H323 call events captured by probes at international links
- ✓ Collection of Intl. call events from Terminating Operators and LDIs
- ✓ Mediation of call elements to standard output format for Settlement and Analysis system

- ✓ Data loading and reconciliation of Probes, Terminating Operators and LDIs
- ✓ Analysis, Reporting and Dashboards.

Mobile Number Portability Provisioning System

- Planning & Implementation Management of Number Portability Requests Provisioning System (to accomplish the STP Swap project by Huawei) for a cellular operator (Mobilink) in Pakistan, which involved;

1) Prepared and presented Technical Solution Design, BOQ, Project Plan and SLA for Huawei contract on Number Portability requests provisioning at STPs.
2) Won the project after negotiations on price and project terms in meetings with Huawei Technical and Procurement.
3) Executed project with requirement analysis, business meetings and interviews with business users to identify functional and nonfunctional requirements, suggest solutions and finalize details.
4) Communication with development team and ensured timely development and implementation of the project successfully.
5) Planned and Conducted end user training
6) Project closure with relevant deliverable and HOTO.

Key Functional Requirements of the system included;

- ✓ The System (Local Service Management System LSMS) for 50 Million Number Capacity of NP Subscribers
- ✓ Manage subscriber portability services by establishing communication channel between BOSS, TEKELEC EPAP and Huawei SG7000 STPs
- ✓ System users and security management
- ✓ NUMBER PORTABILITY Service Processing Abilities for commands to Add, Delete, Modify and Query Subscriber
- ✓ NUMBER PORTABILITY Data Query Abilities

- ✓ NUMBER PORTABILITY Data Import and Export Abilities
- ✓ NUMBER PORTABILITY Data Consistency Check and Restoration
- ✓ Customization Abilities of NUMBER PORTABILITY Interaction Flow
- ✓ NUMBER PORTABILITY Data Synchronization from LSMS to Other Systems/ Devices
- ✓ Generation of SMS, Email and Notification Alarms/ Alerts
- ✓ Storage of Alarm data, KPI data, Statistics report data, Operation logs
- ✓ Dashboards and Statistics Reports Management

Revenue Assurance and Fraud Management System

- Planning & Implementation Management of IBM Cognos10 BI Solution for a cellular operator (Mobilink) in Pakistan, which involved;

1) Project Planning and Contract Agreement of BI Cognos 10 Solution for Revenue Assurance and Fraud Management Departments
2) Requirement gathering from business users and Analysis
3) Solution Design and Development road map
4) Resource allocation and monitoring along with budgeting and control
5) Training of Consumers, Authors and administrator
6) UAT, CR Management, Go-Live and project deliverables

Trainings	Course	Duration	Venue
	NarusInsight™ Solutions for IP Traffic Intelligence	5 Days	CRPL office Islamabad, Pakistan
	Huawei ICT Solutions Technical Pre-Sales	2 Days	Merriott Hotel, Islamabad, Pakistan

Participations	Event	Duration	Venue
	Huawei Enterprise Solutions Road Show	2 Days	Marriott Hotel Islamabad, Pakistan
	IBM Cognos10 Launch in Pakistan	1 Day	Serena Hotel, Islamabad, Pakistan

Others	Execution of TQCSI Internal/ External Company Audit for Quality & Information Security ISO Standards (9001-2008 & 27001-2005)

Mar 2008 to Dec 2010

Manager Billing at	**Special Communication Organization, Rawalpindi, Pakistan** **A Telecommunication Service Provider** www.sco.gov.pk

Role	Study ZTE ZSMART & Oracle BRM and Prepare comparison report for Billing System Swap Project Implement ZTE ZSMART Billing & Customer Care Solution and manage entire operations of the Mediation, Customer & Interconnect Billing, Customer Care and Revenue Assurance according to Business Policies.
Environment	ZTE ZSMART Billing System for PSTN/ GSM ZTE ZXIN AIN for PSTN ERICSSON EHPT Billing System for PSTN Oracle BRM for Postpaid Billing & Customer Care Oracle 10g DBMS HP Unix, Windows XP

Job Highlights

Billing & Customer Care System Swap Project Planning & Implementation Management

- Coordinated with vendors for ZSMART & BRM system presentations.
- Prepared Test Cases for ZSMART & BRM Test Run.
- Executed Test Run with vendors and prepared comparison & feasibility report for final selection of suitable Billing System.
- Planed and implemented ZTE ZSMART Billing & Customer Care Solution in coordination with the vendor.
- Executed PAT for Mediation, Customer Care, Rating and Billing, Interconnect Billing and Call Center.
- Performed Parallel Run of Old and New Billing System and issued PAC after cutover.
- Coordinated with vendor and conducted Training of New Billing Solution to the end user.
- Preparation of JDs and SOPs
- Billing Department Operations management & administration.
- User Vendor Management for system/module implementation, requirements & acceptance, change request management.
- Project support on integration & operation of billing system in production, design & planning of evolutions of Billing System and technical approval of versions to be set in production.
- Operational management of customer care, point of sale, provisioning, mediation, rating, billing & invoicing, interconnect settlement and billing system audits.
- Operational management of team for Order Management, Inventory, CRM, Mediation, Tariff Management, A/R & Financial module & reports.
- Ensuring that testing & implementation of scripts, new applications, patches, upgrades & releases are done according to procedures & standards, also billing errors investigations.
- KPI in consultation with higher management.
- Providing guidelines and solutions to engineering, core network and International gateway teams on billing system related matters.
- Contact point for departments.

Major Achievements

1) Proposed and implemented entirely new Standards of Rating Rules.
2) Presented new technique to identify Revenue Leakage from Network Elements and Billing System.
3) Planed and Implemented the New Billing Cycle dates from "21 to 20" to "01 to end of the month".
4) Planed and Implemented New Numbering Series In the Billing System and Network Elements.

Revenue Assurance Operations

- Carried out Monitoring & Reconciliation of traffic trends for MSC, Mediation and Customer & Interconnect Billing.
- Lead initiatives to identify and prevent revenue leakage, reduce cost, increase revenue and minimize loss.
- Perform control of all revenue streams to guarantee timely, complete and correct charging of the services provided (reconciliations related to various billing platforms, switch data, and customer databases).
- Perform control of cost streams to guarantee cost assurance
- Ensure cross-departmental co-ordination of RA activities and prompt escalation of material incidents; analyze and follow up on RA incidents until resolution as well as definition of measures to prevent occurring that error scenario in the future
- Provide an independent and comprehensive monthly reporting
- Perform analysis, research and process documentation of the processes for Revenue Assurance and identify necessary control point.
- Perform data analysis of Revenue Assurance controls, quantify and communicate the impact/risk of issues, perform root cause analysis and drive resolution cross-functionally within the organization.
- Identify and define system/process requirements necessary to control and resolve revenue leakage/opportunities.
- Setting up new and enhance the existing controls to mitigate the risks associated with it.
- Conduct testing prior to launch of new products and services.
- Support Fraud Management Function with fraud monitoring activities and fraud investigations.
- Worked with all product owners to ensure controls are in place to support the lead to cash process.

Interconnect Settlement Operations

- Requirements gathering of Settlement services.
- Settlement rules configuration.
- POI configuration.
- Monitoring and Reconciliation of Interconnect traffic among Network Nodes, ETL & Interconnect Billing Streams.
- Escalation & resolution of potential issues relevant to interconnect traffic, billing & invoicing among different streams.
- Ensure validity of settlement data
- Improvements identification & implementation in interconnect settlement system.
- Validating cost from incoming invoices for International & domestic traffic.
- Validating outgoing traffic patterns & tariffs.
- Comparison between retail cost & interconnect cost
    1) Introduced new mechanism of Interconnect settlement which is approved by the higher management to be followed in the future.

Others

- Drawing of new data center, which was approved by the higher management and implemented.
- Conducted PAT of Phase II of Billing and Customer Care Project which included the following New Functionalities:
    1) GSM, CDMA, DATA services, IN services and Non Systems Billing & Customer Care
    2) Business Intelligence
    3) Fraud Management System
    4) Disaster Recovery
    5) IBM TIVOLI Storage Manager

	Course	Duration	Venue
Training	ZTE Billing & Customer Care, Call Center, Business Intelligence, Fraud Management system	25 Days	ZTE University. Shenzhen, China
Workshop	Network Convergence Create Value	1 Day	Huawei. Islamabad, Pakistan

Sep 2004 to Mar 2008

Senior IT Ops Executive at

INSTAPHONE, Islamabad, Pakistan
A Cellular Service Provider
(A subsidiary of Millicom International Cellular SA)
www.instaphone.com

Role	Postpaid Billing and IN Charging IR, TADIG Testing and Billing ETL Processes, Mediation, WEB Server, Provisioning and Backup Operations Sarbanes Oxley SOX Control Documentation SOP Controls Documentation PL/SQL Customized Reports/ Procedures analysis and development
Environment	ECBS for Postpaid/ International Roaming Billing ZTE ZXIN IN interface for GSM ERICSSON IN interface for TDMA Oracle 8i, 9i Database, Oracle Developer 6i, SQL* Plus Linux, Windows XP

Major Applications Developed

- HTR, Hourly Traffic Report PL/SQL, Oracle Dev 6i
- ECL, Error Charging List Report PL/SQL
- TTSP2, TT Files Pull & Push (from Switch to Mediation) Oracle Dev 6i
- SWITCHRECON, Switch files data vs Database Reconciliation, PL/SQL, Oracle Dev 6i
- HUSMS, High Usage SMS PL/SQL, Oracle Dev 6i
- BTIN, Balance Transfer to IN PL/SQL, Oracle Dev 6i
- ETLSPROC, Refresh ETL Suspended Processes PL/SQL
- SUBSCT, Read/Update Subscriber Current Tariff from IN PL/SQL
- FM, File Mover (from Mediation to ETL Server)

Essential Functions & Responsibilities

Postpaid and Prepaid Billing & Charging

- Definition and Testing along with the coordination of Engineering team before commercial launch of Service Areas in country
- Numbering Series, Tariff Plans And Value Added Services configuration
- Day to day interaction with Call Centre/ COPS and Other Services Groups for resolution of Dialing Issues
- Interaction with Engineering/Call Centre and Customer Operation Teams for rectification of Charging Issues
- Verification of wrongly charged cases.
- Responsible for smooth operation of CDRs and MDRs Charging for Postpaid
- Month End and Mid-Month Postpaid Billing and Invoice generation
- Directions to DBA team on scheduling Backups
- Monitoring of routine MIS Systems Operations
- Responsible for IR/ Prepaid and Postpaid Billing Audits
- Prepaid and Postpaid Sarbanes Oxley (SOX)/ SPOs Documentation

Revenue Assurance

- Pre-launch testing and sensitivity analysis of prepaid and postpaid products and packages.
- Prepaid & Postpaid Revenue traffic assurance.
- Ratting Assurance i.e. Voice, SMS, Line Rent etc. extended to package wise
- Rating CDRs analysis w.r.t unbilled and billed in invoices.
- Postpaid billing and its reporting to GL
- International Roaming data and invoicing analysis, reconciliation and reporting
- KPIs reporting to Millicom group pertaining to postpaid.
- Postpaid revenue reporting assurance
- Platform integrity assurance by synchronizing CRM, HLR, Billing
- Data traffic assurance i.e. GGSN vs. Billing
- Automation of analysis by developing different revenue assurance models to check ratting and completeness of traffic.
- Prepaid analysis w.r.t to traffic, ratting and free usage assurance.
- Prepaid Recharges assurance extended to reporting in GL of recharge load on IN by applying deferred revenue reconciliation

IR (International Roaming)

- Coordination with DCH (Data Clearing House) MACH Singapore, for routine IR Issues.
- Coordination with IRPs (International Roaming Partners) on issues regarding commercial launch/CDRs
- Responsible for IR setup in Billing
- Tariff Rates update with new countries launches according to the approved business rules and update new tariff/feature induction from time to time
- Incorporation of IR Agreements with different IRPs
- TADIG Testing before commercial launch with IRPs
- Issuance of TCC (Testing Completion Certificate) to IRPs
- Responsible for Charging of TAP IN and TAP OUT files
- Audit of IR Revenue Reports
- IR Sarbanes Oxley (SOX) Documentation

Feb 2002 – Aug 2003

Programmer at	**Shifa International Hospitals Ltd. Islamabad, Pakistan** **A Healthcare Service Provider** www.shifa.com.pk	

Role	Developer / Analyst/ DBA
Environment	Oracle 8i Database, Oracle Developer 6i, Windows XP
Responsibilities	Conversion of entire FoxPro System to Oracle Analysis of Current System & Proposed System Design of Proposed System Software Documentation Development & Documentation of Proposed Systems. Maintenance & Customization of the existing Systems as required by the Administration.

Project: Patient Registration & Appointments

Provides comprehensive, flexible tools to meet the requirement of out patient registration and appointment scheduling in a medium to large healthcare facility

Project: Blood Bank System.

Blood Bank System facilitates Blood Bank users to manage Donors information from Registration to Donor screening report. Different type of blood donors, donate blood to Blood Bank.

Project: Cardiology System

The project is developed to facilitate the Cardiology department for computerized management of cardiology tests and patients reports. Cardiology system includes different tests and reports for IPD and OPD Patients ordered from Patient Ordering System

Project: OR (Operating Rooms System)

OR system is developed to help maintain Operating Rooms and Surgeries/Procedure for IPD Patients. Patients are appointed for Procedures on availability of time and procedure precautions each day

Project: Radiology System

Radiology System is helpful maintaining both Radiology Tests and appointments for IPD and OPD Patients. Firstly patients are appointed for specific test and then tests are performed on schedule appointment. Information of appointments and tests is managed using Radiology System

Reference

Available on Request