



Biju Nair

Contact: +971 50 5752527

+971 50 9044721

E-mail id: abisand@gmail.com

LinkedIn : [linkedin.com/in/bijunair2402](https://www.linkedin.com/in/bijunair2402)

Profile

Highly experienced and knowledgeable Telecom & IT Professional having more than **19** years of expertise in Billing & Business System Implementations & Operations, Customer Relation Management (CRM), BSS/OSS Domain, Customer Account & Products Managements IoT/M2M -tracking, Maritime, Voice/Data etc., Business Analysis, Customer care and support and exemplary track record of success in providing Technical advice and support in the same. Proactive, resourceful and committed to creating and maintaining excellent customer relations.

Skills

- Business & Billing System Analysis
- Telecom Billing system implementation & operations
- Customer Care Relation/Account Managements
- Technical Consultancy and IT operations BSS/OSS Domain
- Project Managements
- Products Technical consultancy
- Teamwork/Collaboration
- Can-do attitude
- Analytical problem solving
- Reports Developments
- Root cause analysis and issue resolutions
- Information System managements & Oracle DBA
- BSCS training from LHS

Professional Experience

Senior Manager – Operations & Customer Account Relationship
VolumeSat Telecom (key business partner for Thuraya Telecom)
Jul 2020 – Present

Job Profile:

As a consultant at M/s. VolumeSat, I am currently in the process of streamlining the operations & in charge of Business Development.

Handling the operations and client relationship for the existing and new customers

Co-ordinating and provide advice to the business with the current CRM system for the clients

Arranging client meetings for promoting the business and closing deals

Participating in vendors and group meetings

Preparing and implementing the new tactics and policies to improve the business for VolumeSat team.

Deliver Satcom products/solutions through to clients

Maintaining and developing relationship with key accounts at C-level.

Maintaining relationship with key end customers in order to maximize their satisfaction and increase the company revenues and profit.

Proactively acquire and maintain new and existing clients

- **Projects Managing**

Implemented different M2M projects for Microstep – MIS with Cobham explorer 323 BGAN

Maritime data connection with Thuraya Orion IP & Marine star for Standford marine shipping

Various network connections solutions with Thuraya IP+ & M2M devices

Billing Operations cum Customer Care Relationship Manager

Thuraya Telecommunications Company

Jan 2011 – March 2020.

Job Profile:

- **Operational tasks**

End-to-end Billing (BSCS iX) and Customer care Managements via Salesforce (CRM for customer care) & connect portal systems.

Billing Operations and troubleshooting of Billing Tools (developed workaround module for billing operations)

Postpaid/Prepaid billing process management

Venders and partners managements

Involved in Contracts and RFP managements

Involved in defining and modifying SLA's

Operations and troubleshooting of **CX** (Customer Administration- BSCS web based Interface application)

Individual and Bulk Provisioning of contracts.

Monitoring the customers Payment Process analysis

Monitoring the provisioning requests and re-processing the failed requests

Co-ordinate with IT team for the portal access creation and scheduling.

Developed & providing the list of reports like customer activation/deactivation/suspension list.

Developed & Providing the customer payment collection report for the end customer

Managing Service partners portal and Billing system user access

Provided training to various Service Partners for BSCS billing system.

- **Customer Account managements and support Customer Care Relationship**

Manage & Deliver Thuraya products/solutions, services through partners to clients

Maintaining and developing relationship with key accounts at C-level

Work with end-users to clearly understand their operational requirements and introduce company's service and solutions

Resolving customer grievances escalated by the Customer Service Dept.

Conducting Products & Billing System training for Business Partners and end users

Solving customer queries, debugging and troubleshooting the functional and application issues.

Providing the required assistance to Customer care team

Manage Customer Administration for Business Partners & Provisioning in the Billing system

Communicate and co-ordinate with necessary dept.

Work with Business Partners for their operational requirements.

Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services

Developing and furnishing various reports as per the requirements of the service partners

Using Salesforce and Trouble ticket managements

Ensuring excellent customer service and client satisfaction

- **Projects Managements**

Completed various projects related to Telecom Billing operations;
Billing system Migration from BSCS 5.21 to BSCS iX
Conversion of digital Invoice Printshop management with vendor
Billing transformation projects for partners' gateway.
Developed various adhoc solutions for client requirements

Senior Billing Operation cum Technical support analyst
Thuraya Telecommunications Company
July 2003 –Dec 2010

Areas of Expertise:

- **Rating & Billing, Roaming Agreements,**
- **System Administration(SY)**
- **Customer Administration(CX)**
- **Resource Administration(RA)**
- **Account Receivable (AR)**
- **Developing ad hoc Reports**
- **Provisioning**
- **Services & Tariff Implementations (MP)**

Produce a timely and accurate bill in conformity with Company's requirements

Provide solutions to Marketing, Customer Service, and Finance requirements related to billing.

Liaise with the regulatory instance, with operators and with roaming clearing houses for interconnect billing.

Billing and Invoicing, Settlements, Pricing and Rate Plan Management, Product and Service Definition and Roaming Agreements

Contributing to the development and execution of operational work plans on schedule

Participating in the procurement, development, installation, testing, deployment, maintenance and operation of new and existing systems and solutions in coordination with customers and internal departments, Managing all new development requests for ADHOC Modules.

Managing all Production daily rating and TAP file transmission and monthly billing processes against agreed schedules

Trouble-shooting and resolution of all rating, TAP file transmission, and billing process errors and supporting other less experienced IT staff

Supporting the Service Provider (SP) and Roaming Partner (RP) integration process as required or perform extra bill processing for pre or post SP & RP integration validation purposes

Representing IT Billing in the gateway release management process including patch and release testing, documentation, validation and implementation

Developing ad hoc reports, Provision for full time onsite / off-site system support

Billing Administrator
M/s. Experts Computer Consultants
February 2001 – June 2003

Job Profile:

Worked as a consultant for **Thuraya Satellite Telecommunications**

Configuring and implementing service providers database, Tariff plan configuring and implementation for BSCS 5.21

Responsible for Control Group and sample bill for Pre Bill Audit

Ensure the execution of rating process (TEH, DIH, FIH, PRIH, RIH, RLH, and FOH)

CDR verification of data from mediation to rating engine, file pulling of missed files from MSC
Responsible for GMD and Thufitab process and clearing the rejected request if any
Loading of call records to RTX database and making sure RLH is loading to correct partition
Execution and Monitoring of BCH process generating TMP and Xml files
Execution of BGH for total customers to generate invoice and excel bills
Responsible for Post Bill Check, Bulk services activation/Deactivation
Knowledge of GMD, VMD, BMD and Switch
Month end reconciliation & Handling the monthly billing

Training In charge

Dubai Cultural Scientific Institute (UAE Ministry Approved. Training Institute)

February 1998 – January 2001

Job Profile:

In charge of designing the courses and study materials
Worked as a faculty for Oracle, MS office and Networks
Conducted training at various corporate levels for Oracle
Software installation and configurations
Assembling and troubleshooting the PC and applications
Generating the revenue reports
Installing the computer networks like LAN, WAN

Educational Qualifications

- **Master of Business Administration (MBA) in Systems Management**
- Post Graduate Diploma in Computer Applications (PGDCA)
- Bachelor of Science (B.Sc.) in Mathematics

Additional Training

- Oracle DBA
- BSCS IX R2 from LHS
- ISO 9001: 2000 Awareness Training
- GPRS Explained
- Customer Relationship Management
- Working in teams
- UNIX and shell programming
- Fire Safety fundamentals from Emirates Civil Academy

Technical Skills

Operating System	: MS Dos/Windows/Unix/Linux
Database	: Oracle 8i/9i/10g, Toad, SQL, PL/SQL, Ms Access, Ms Office
Development Packages	: Visual Basic, Ms Access
Development Tool	: Putty, FTP, CRT, FileZilla
Application Used	: BSCS IX, HLR, Stream Serv, Weblogic, Dunning & Collection System, PAYMENT, QMS, SIGOS, CIM, CRM, UM
Testing Tools	: HPALM, IBM RTC, RQM, VUgen, SOAP, IBM RIT.

Personal Details

Marital status	: Married
Visa status	: Residence visa
Driving License	: Holding a valid UAE driving license since 2002.
Languages known	: English, Hindi, Arabic (Basic level)