

# ANKITA SHINDE

## SOFTWARE DEVELOPER

### Contact

Kothrud,Pune  
Maharashtra

9766374740

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<https://www.linkedin.com/feed/>

### Languages

C, C++, PL/SQL, JAVA,  
Shell Scripting

### Operating Systems

Windows 8, Windows 10, Unix, Linux

### Education

June 2011  
Pune University  
Pune, MH

*Bachelor of Engineering, Computer  
Percentage 62.46*

March 2007  
Pune University  
HSC,  
*Percentage 90.33*

March 2005  
Maharashtra state board  
SSC,  
*Percentage 91.20*

### Summary

Software Developer with over 1.5 years of experience in Requirement Analysis, High-Level and Low-Level Design, Development, Testing and Maintenance phases of SDLC. Worked as a software designer/developer on Ensemble (Amdocs Unix-based customer care and billing product) for numerous telecom majors like AT&T, T-Mobile USA. Currently working with Amdocs for development of services and L3 support for Amdocs CRM, WNP (Wireless Number Portability), and Provisioning system (AAM).

### Professional Experience

**Jan 2022 – PRESENT**  
SOFTWARE DEVELOPER

Amdocs, Pune, MH

#### **Project: Amdocs CSM**

**Description:** Amdocs Customer Service Management (CSM) software helps telecom service provider manage customer data and customer interaction. I am involved in development of services and L3 support for Amdocs CSM for various customers like Sprint and Metro. Working on C, C++, UNIX, PL/SQL, Shell scripting and Tuxedo for carrying out critical production activities/deployments.

### Roles & Responsibility:

- Responsible for providing technical support to SPRINT/T-MOBILE and METRO telecommunication clients.
- Provide technical Condition Monitoring support for all customer queries.
- Analyzing alerts and investigating transactional activities to support internal CSM business partners.
- Running SQL queries to analyze the customer transactions and resolve any discrepancies.
- Working with internal business partner to participate in RCA.
- Support full range of Sprint and Nextel products, including 3G/4G/5G services

## Extra Curricular activities

- Selected for Amdocs Innovation Lab in MIT college to develop a project to improve the functionality of Microsoft Excel data retrieval using JAVA
- Appeared for UPSC civil services exam interview in 2017
- Appeared for UPSC civil services mains in 2013,2015 & 2016
- Appeared for NABARD grade A interview in 2019, 2020 & 2021
- Appeared for RBI grade B mains in 2019

## Personal Details

Date of Birth: **02-Nov-1989**

Gender: **Female**

Marital status: **Married**

Nationality: **Indian**

Languages: English, Hindi, Marathi

Address: Gurudwara Road,

Kopargoan (Ahmednagar),

Maharashtra, Pincode 423601

Passport: **U9966866**

## Interests

Reading, Cooking, Swimming

## Declaration

I hereby declare that the information provided above is true to the best of my knowledge.

Place: Pune  
Ankita Shinde

- Support various BAN, PTN, Port-in, Port-out, Billing related queries and troubleshooting.
- Work on incidents through remedy tools to provide customer solutions on various incidents within the scope of CSM.
- Working knowledge of UNIX and/or UNIX like operating systems with alert and log monitoring

### **July 2011- June 2012**

SUBJECT MATTER EXPERT

Amdocs, Pune MH

#### **Project: T-Mobile US**

**Description:** To design and develop cellular data plans as per the client requirements. To code for cellular plans designed for family members as a whole. To integrate the code with main server, execute and perform Unit Testing. To channelize this process CSM module of Amdocs Ensemble (Unix-based customer care and billing product) is used to provide input

#### **Roles & Responsibility:**

- Performed High- and Low-level designs as per clients' requirements.
- Estimated efforts required for the change requests from the clients.
- Worked on JAVA, C, UNIX, SQL for development of critical functionality.
- Worked with solution integration and Support for other Ensemble/Enabler modules like Billing, Amdocs Activation manager
- Design Execution and Support of Unit/Sub-System Tests.
- Support for system test/integral integration tests/user acceptance tests.

#### **Project: AT&T**

**Description:** The project concerned with providing complex billing solutions such as automation of billing cycles periodically with maximum time efficiency. This required to time billing cycles of different customers at various times.

#### **Roles & Responsibility**

- Worked on JAVA, C, Unix, SQL for development of critical functionality of CSM of Amdocs Ensemble solution for AT&T.
- Design, Execution and support of Unit/Sub-System Tests

Vertical line

