

# Bhushan Dhormale (Product Owner cum Technical Architect)

## Technical Skills

### Service Fulfilment

Nokia FlowOne CDFF Framework  
Nokia Instant Link – BST  
Nokia Order Management  
Nokia Catalog

### Inventory Systems

UIV (Unified Inventory)  
Comptel Network Inventory COTS Product  
Comptel CIWEB  
SURE Inventory

### BSS

Amdocs Optima DBSS UI

### GIS System

Comptel Utility Map

### Tools/IDE

SQL Developer, TOAD, SOAP UI, Eclipse,  
Postman

### Operating Systems/ Platforms

Unix, Linux, Windows 11/10, Windows 7

### Documentation

MS Word, MS Excel, MS PowerPoint, MS  
Visio, Adobe Captivate, JIRA, Confluence

## Work History

### Amdocs India

Product Owner [Sept'22 till Date]

### Tech Mahindra Ltd.

Associate Tech Specialist  
[July'18 - Sept' 22]

### TCS

Promoted: IT Analyst [Jan' 17-July' 18]  
Systems Engineer [Oct'15 - Dec'16]

### Tech Mahindra Ltd.

Software Engineer [Mar'12 - Sept'15]

## Academic Qualification

### B.E. Computer Engineering (2011):

Saraswati College of Engineering, Mumbai  
University (Agg. 63.67%)

### HSC (2007):

Tilak Jr. College of Science & Commerce,  
Maharashtra State Board (76.83%.)

### SSC (2005):

St. Xavier's High School, Maharashtra State  
Board (80.26 %.)

## Personal Details

Pune, Maharashtra, India  
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**Hobbies:** Listening to Music, surfing,  
Exploring new things, Cycling

## Profile Summary

- Around 13 Years 6 months of extensive IT & engineering experience in various challenging Technical and Lead roles.
- Understanding of TMF Open API's and various models.
- Interacting with Customers & Vendors, Analyzing, documenting the client requirements, & ensuring the achievement of the technical functionalities.
- Analyze/document business requirements and translate to functional specification/design and map these to technologies.
- Experience in Telecom Domain: OSS, Analysis, Fulfillment, Inventory
- Expertise in Nokia/Comptel FlowOne COTS Product (CDFF, Fulfillment, OM, Catalog, Inventory, Interface) and Amdocs Optima DBSS
- Strong team player with excellent communication, interpersonal and organizational skills.
- Ability to work on projects in a fast-paced environment.

## Experience Summary

### 1. Amdocs India – Pune (Sept' 2022 – Till Date)

#### 1. | Azercell BSS Transformation [Feb' 2023 – Till Date]

##### a. Azercell BSS Transformation

- Created Solutions for Amdocs Optima DBSS
- B2C Prepaid/Postpaid Implementation for DBSS Care UI

##### Responsibilities and Contribution

- Creating Azercell specific Solutions for DBSS Care UI.
- Interacting With Customers to understand the Business Requirements.
- Supported Delivery/Scrum Team and provided early feedback and business clarifications.
- Review Design Gaps and inform relevant stakeholders.
- Deliver and integrate 3P or External Systems with Amdocs Optima DBSS.

#### 2. | Digital Delivery [Sept' 2022 – Jan' 2023]

##### a. Digital Delivery / NextG Low-Code No Code Implementation

- Trained on Various Amdocs Products related to CARE, Order Handling, Digital One, Catalog One, Services.
- Trainings on Jira, Confluence, KeyCloak, etc.
- Provided POCs on NextG Product based on Low-Code / No-Code implementation.

### 2. Tech Mahindra Ltd. – Pune (July' 2018 – Till Date)

#### 1. | RAITT Transformation [Jan' 2021 – Till Date]

##### a. Nokia FlowOne SOM E2E Implementation

- Designing Nokia FlowOne CDFF Orchestration for Business/Residential Services
- Catalog Driven Order Orchestration of Fixed Internet Activation
- Driving process strategies for the different states of project lifecycle
- RAITT Transformation Architecture discussion/finalization
- Using of TMF OpenAPI in Interface Design Discussions
- Implementing Nokia FlowOne related Best Practices across the Project

##### Responsibilities and Contribution

- Creation of HLD's and LLD Templates in Confluence
- Environment Planning, CICD Strategies, Naming Conventions, Best Practices
- Putting forward COM-SOM Responsibilities
- Resource Onboarding, Training, Upskilling Plans
- Implementation User-Story Planning in an Agile Mode of Delivery
- Assisting in Nokia FlowOne AWS EKS Cloud Based Installation
- Driving NFR like ForgeRock integration with KeyCloak for user/role management

**2.. Nokia FlowOne Competency – Sunrise Communication AG: OSS Modernization Project**  
[Sept' 2019 – Jan' 2021]

**a. CDFE Implementation for UPC Migration**

- Project Kickoff
- Designing of Nokia FlowOne Catalog for Residential Services
- Provisioning and Migration of UPC Network Capabilities Stack to Sunrise Infrastructure
- Catalog Driven Order Orchestration of Mobile Activation
- Catalog Driven Order Orchestration of Fixed Internet Activation

**Responsibilities and Contribution**

- Analyzing High Level Documents for Creation of Technical Documents
- Perform Workshops/Meetings with Client to capture the Requirements
- Designing End-To-End Solution
- Leading a Team of 6-8 Members
- Preparing Low-Level Design for Catalog, BST
- Review/Develop Business Logics in Nokia FlowOne OM
- Review/Develop Products/Services Technical Services/Libraries in Nokia FlowOne Catalog
- Training Resources on Nokia FlowOne Products and Solutions

- Analyzing the Inventory Dumps from the EMS and understanding the inventory structure
- Data Modelling Exercise for mapping the Inventory Data with SURE Data Model

**4. Nokia FlowOne Competency**  
[Mar' 2019 – Jan' 2021]

**a. FlowOne Implementation**

- FlowOne Competency Development / Talent Pool Development
- Lab-Setup: Installation of Various Nokia FlowOne Components
- Working of different POC's
- Presenting various Service Fulfilment solutions to Customers and Vendors
- Issue Debugging during Installations or developments of POC

**Responsibilities and Contribution**

- Training Resources on Various Nokia FlowOne Components
- Providing Effort Estimates on RFP's
- Reviewing External Candidate for Hiring

**5. UTS Falki [July' 2018 – Mar' 2019]**

**a. Fulfillment and Order Management System Implementation**

- Designing of Nokia Components for UTS, Curacao
- Interaction with Clients to Understand the Requirements
- Interaction with Clients to Understand the As-Is Legacy Systems
- Interaction with Vendor on the Updated Software's & Licenses
- Dealing with E2E team to provide Best Practice Solutions in Market

**Responsibilities and Contribution**

- Leading a Team of 5 Members
- Designing High Level Component Solutions and User Stories
- Designing of Order Management Flows
- Installations of Vendor SW: Nokia FlowOne Fulfilment 19 Suite

**2. TCS India Limited – Mumbai (Oct' 2015 – July' 2018)**

**1. STC BSST (BSS Transformation)**  
[Oct' 2015 – July' 2018]

**a. Fulfillment & OM System Implementation**

- Using of Comptel Provisioning and Activation (aka InstantLink) and Comptel OM (aka Order Management) for the BSS Transformation. The project intends to bring the CRM Centric Flow from Service Centric for Wireless and Wired Line Services.
- Creation of Technical Documents
- CF 8.2 IL and OM Implementation
- B2B/B2C Wireless GSM Implementation
- B2B/B2C Wireline Fiber/Copper Implementation
- Catalog Driven Orchestration Flow

**Responsibilities and Contribution**

- Analyzing HLD for Creation of Technical Documents
- Design and Optimization of Logics in BST
- Creation of TDD (Technical Design Document)
- Optimized Logic Design
- Creation of Test Plan and Operations Manual for Deployment
- SVN Configuration

**3. Tech Mahindra Limited - Mumbai (Mar' 2012-Sept' 2015)**

**1. Comptel Practice (CDU)**

**2.. Nokia FlowOne Competency – Sunrise Comm. AG: OSS Modernization Project**  
[Sept' 2019 – Jan' 2021]

**b. CDFE Implementation for B2B Enterprises Solution**

- CDFE Order Orchestration Implementation for B2B Internet Services
- CDFE Order Orchestration Implementation for IP-VPN Service
- Catalog Driven Order Orchestration of Interfaces connecting Cramer, Stablenet and 3rd party Service Providers

**Responsibilities and Contribution**

- Analyzing HLDs for Creation of Technical Documents
- Perform Workshops with Client to capture Requirements
- Leading an Agile Team of 10-15 Members
- Designing E2E Solution on Nokia FlowOne CDFE Framework with minimal/No Changes inside the Framework
- Preparing LLD for Catalog, BST
- Review/Develop Business Logics in Nokia FlowOne OM
- Review/Develop Products/Services Technical Services/Libraries in Nokia FlowOne Catalog
- Preparing Functional Description for Asynchronous NEI
- Adding Functionalities to CDFE as per customer requirement to handle Parallel Execution of Order Line Items
- Unit Testing of End-To-End Order Orchestration Journey
- Mentoring Resources on Nokia FlowOne Products and Solutions

**3. Nokia FlowOne Competency – SPTel SURE Inventory Modelling [Aug' 2019]**

**a. Interface Design of Interface Adaptors on SURE**

- SURE Inventory Modelling for NFMP (IP/MPLS)
- Creation of Functional Requirement Specification (FRS) covering the Data Model of EMS with SURE (MDL format)

[Feb' 2015 – Sept' 2015]

#### **a. Comptel Fulfillment BST Design and Development**

- Using of Comptel Provisioning and Activation (aka InstantLink) to cater Customer's need.
- Design and Enhancements to Existing BST logic

#### **Responsibilities and Contribution**

- Design and Development of BST Logic in Comptel IL
- Leading a Team of 7 for Comptel Delivery Pool
- Managing Comptel Delivery Pool
- Mentoring Team across various Comptel Products

#### **b. RFP Creation**

- Documenting the Tasks, Planning Efforts
- Checking Exclusions, Assumptions and Missing Requirements

#### **Responsibilities and Contribution**

- Analyzing and documenting the requirements.
- Resource Estimation for Module Specific
- Technical Know How's to meet the Requirement

### **2. Comptel Practice Professional Services – H3I Co. [June' 2015]**

#### **a. Fulfillment System Testing**

- CF 8.2 Implementation
- Mobile (2G, 3G, RIM) Implementation

#### **Responsibilities and Contribution**

- Leading a Team of 3 for Delivery with Testing of BST Logics
- Test Cases & Test Scenarios

### **3. Comptel Practice Professional Services – NBN Co. [April' 2015 - May' 2015]**

#### **a. Fulfillment System Development**

- CF7 to CF8 Migration
- Notification Framework in CF8
- NEI Logic Design

#### **Responsibilities and Contribution**

- Designing BST Logics.
- Leading a Team of 3 for Comptel Delivery
- Implementing Notification Framework
- NEI Development with Java

### **4. MT NICE (Newly Integrated Customer Experience) [Feb' 2013 – Feb' 2015]**

#### **a. NICE Phase 2**

- The project is intended to bring the inventory centric flow-through provisioning of all fixed line services at MT by migrating GAIA and other legacy system into strategic OSS - Comptel NI
- Designing BST Logic in Comptel Fulfillment.
- Delivering FTTH, Enterprise Related Services and GIS Solution.
- Providing a Unique Solution of Incremental Migration.

#### **Responsibilities and Contribution**

- Analyzing and documenting the client requirements, Translate business requirements to functional specification
- Communicate with internal teams and clients to deliver functional requirements including GUI, screen & designs.
- Serve as the conduit between the customer & software development team through which requirements flows

#### **b. Incremental Migration**

- Import Legacy Data Viz. network objects, connections between network object & customer to Comptel Inventory

#### **Responsibilities and Contribution**

- Management and Planning Efforts, Integration and Testing
- Requirement Analysis, Documentation
- UI Design/Development

#### **c. Comptel Inventory Production Database Upgrade**

- Web based platform for Managing OSS/BSS Telecom Inventory
- Rollout on a Cluster Environment providing High Availability

#### **Responsibilities and Contribution**

- Configuration Control, Leading the Team During Rollout
- Planning all activities in conjunction to the Deployment.
- Setting up the Network and Connectivity to Production Env.
- Coordinating with Onsite to align all the stakeholders responsible during Rollout

#### **d. Comptel Inventory Utility Maps (GIS Solution)**

- Full inventory of underground and aerial outside plant physical resources, including ducts, pipes, cables, splices and distribution box and includes an integrated GIS
- WMS map service provided from MapProxy WMS Server

#### **Responsibilities and Contribution**

- Designing, Development and Testing
- Requirement Analysis, Research
- Configuration and Implementation
- Scripts for Migrating Existing OSP into CI UM

#### **e. CI Selective Reconciliation (Change Control and Mediation Tool)**

- Internal Mediation Control Tool in co-ordinance with Comptel Discovery and Reconciliation to Fetch data from NMS (Network Management System) and update it in Comptel Inventory Database
- Displays various discrepancy Reports between NMS and CI

#### **Responsibilities and Contribution**

- Analysis, Designing, Development and Testing.
- Documentation, Requirement Analysis
- UI Design / Development

#### **f. Comptel Inventory Video Training Material**

- Adobe Captivate is a professional tool to Record Screen shots and present it as a Video Tutorial material.
- Comptel Inventory is an Inventory Management Software (COTS Product) which handles various Telecom Connectivity Scenarios from Wired to optical and Wireless objects

#### **Responsibilities and Contribution**

- Capturing, Editing, Publishing
- Captured Screen Shots from Comptel Inventory
- Added text and speech to make interactive video
- Edited about 40 videos (500+ slides each) in a month's span

#### **g. MT NICE (New Integrated Customer Experience) Reports Portal**

- Internal Reporting Tool to Fetch data from Comptel Inventory Database and present it on a Web-Application
- Convenient to use, and displays various charts for data analysis

#### **Responsibilities and Contribution**

- Designing, Development and Testing
- Design / Development