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CORE OPERATIONS COMPETENCIES

▸ Credit Control Operations
▸ Revenue Assurance & Billing Control
▸ Operational Risk & Fraud Management
▸ AVCV Analysis & Risk Profiling
▸ Dunning, Disconnection & Restoration
▸ MIS Reporting & Dashboard Development
▸ Data Analytics & Business Intelligence
▸ Cross-Functional Coordination

TECHNICAL & AUTOMATION SKILLS

▸ SQL - Operational Queries & Validation
▸ MS Access - VBA & Relational Databases
▸ MS Excel - MIS, Analysis & Dashboard
▸ Google Apps Script - Automation (Learning)
▸ Power BI - Dashboards & reporting (Learning)

EDUCATION

B.E. Computer Science
Pt. Ravi Shankar Shukla University
2001 - 2006 | Score: 61%

CERTIFICATIONS

ITIL Foundation
TÜV SÜD (Sep 2013)

PMP Certification Training
Triumph Systems (Nov 2013)

AWARDS & RECOGNITION

🏆 **Hi-Filler Award**
DEDUPE-IO Fraud Prevention - TTSL

🏆 **ICON Award**
SRT Tracker 40% Efficiency - TTSL

🏆 **Hi5 Award**
Excel Automation - TCL

🏆 **BRAVO Award**
MS Access Apps - TCL

🏆 **Performance Excellence**
Process Improvements - TCL

LANGUAGES

English   Proficient

Hindi   Fluent

ARJUN SINGH

Operations Analyst - Credit Control & Revenue Assurance | Process Automation

⚡ **Immediately Available**

PROFESSIONAL SUMMARY

Operations Analyst with 15+ years of experience in Telecom Credit Control, Billing and Revenue Assurance, managing enterprise-scale risk control, fraud prevention, and billing operations. Strong expertise in AVCV analysis, dunning, disconnection, restoration, and billing accuracy across OSS/BSS environments. Proven track record building automation solutions (SQL, MS Access VBA) that processed 100K+ records daily with 99% accuracy, improved efficiency by 40%, and eliminated external IT costs. Open to opportunities in Operations Excellence, Revenue Assurance, and Business Process Automation.

PROFESSIONAL EXPERIENCE

Assistant Manager - Risk & Control Management
Aug 2015 - Sep 2025

Tata Teleservices Limited (TTSL) | Pune

- Managed Credit Control operations for enterprise customers, ensuring billing accuracy, risk mitigation and compliance with internal control policies
- Executed end-to-end operations covering risk assessment, credit limits, payment monitoring, dunning, disconnection, and restoration across 100K+ accounts
- Conducted AVCV-based operational risk profiling to identify high-risk customers and reduce fraud exposure through data-driven controls
- Built internal operational tools (DEDUPE-IO, SRT Tracker, RCMS) using SQL, MS Access, and Excel VBA, reducing manual effort by 40% and eliminating reliance on external vendors, saving significant IT costs
- Collaborated with Billing, Finance, IT, and Collections teams to resolve billing discrepancies and prevent revenue leakage

> **Key Achievements:** Hi-Filler Award for DEDUPE-IO fraud prevention • ICON Award for SRT Tracker 40% efficiency improvement • 100% in-house development eliminating external IT costs

Executive - Billing & Revenue Assurance
Apr 2010 - Aug 2015

Tata Communications Limited (TCL) | Pune

- Managed Billing and Revenue Assurance operations, focusing on billing accuracy, revenue leakage prevention, and system reconciliation
- Conducted Geneva-Metasolv reconciliations to identify and prevent revenue leakage through comprehensive data analysis
- Managed billing exceptions, waiver validations, and dispute resolution while ensuring accurate invoicing and timely revenue recognition
- Automated operational MIS reports using Excel & Access VBA, reducing manual reporting effort by 75%
- Built automation solutions without IT budget, demonstrating innovation and cost efficiency

> **Awards:** Rapid On-Roll Conversion (18 months) • Hi5, BRAVO & Performance Excellence Awards for automation solutions

Billing Executive - Revenue Assurance
Oct 2008 - Apr 2010

Tata Communications Ltd (TCL) via Lobo Staffing | Pune

Performed billing operations, invoice validation, and OSS-BSS circuit migration reconciliation (Viznet to Metasolv), ensuring system alignment and revenue accuracy during platform transitions.

KEY OPERATIONAL SOLUTIONS

DEDUPE-IO – Enterprise Risk Profiling System [Technology: MS Access, SQL Server, VBA]

- Automated risk profiling platform supporting credit control and fraud prevention
- Evaluated customer eligibility using payment history, exposure, and risk indicators
- Enabled faster, data-driven credit decisions for 100K+ records daily
- Eliminated external IT dependency and reduced fraud incidents significantly

SRT Tracker – SLA & Workflow Management System [Technology: MS Access, SQL Server, VBA]

- Automated SLA tracking, ticket allocation, and priority escalation
- Improved workload balance and reduced resolution delays
- Achieved ~40% operational efficiency improvement

PORTFOLIO & DOCUMENTATION

🌐 **Website**	📄 **Resume Page**	📊 **DEDUPE-IO Project**	📈 **SRT Tracker Project**
arjunsingh.org	arjunsingh.org/resume	Documentation + Demo	Documentation + Demo