

Simon Santosh Kumar

[LinkedIn Profile - Simon Santosh Kumar](#)

No:130, Metha Nagar, 8th West Street, Kundrathur, Chennai 600 069 |

Official Email: simon.prabakar.raja@accenture.com | Personal Email: psimonsantosh@gmail.com

| Mobile: +91 98408 84703 |

I am a well-seasoned and experienced Business Advisory Analyst with a strong background in risk assessment and catering support to both American & European clientele. Efficient and Entrepreneurial individual who believes in 'Innovative approach and Creative thinking'. Proven ability to analyze complex data and provide actionable insights. I seek for a stimulating and challenging opportunity to move up the career ladder by leveraging my analytical skills and leadership abilities, thereby help the company surpass its goals.

Core Competencies:

- ❖ Leadership & Commitment
- ❖ Critical thinking & Problem-solving
- Communication & Collaboration
- Self-efficacy

Qualification:

Class / Course	Institution	Year	Percentage
HSLC	PCKG Govt. Hr. Sec. School	2009	79%
SSLC	Lamech Hr. Sec. School	2011	76%
Bachelor of Commerce	Madha Arts and Science College	2014	79%

Work Experience Chronicle:

Business Advisory Analyst (AT&T Inc.) | Accenture Solutions Pvt. Ltd | Chennai - India | 2021 March to till date.

Responsibilities:

- Analyzed market trends and provided recommendations for new business opportunities.
- Conducting synergy in regular interval and networking session with upstream and downstream.
- Acted as client's primary point of contact, assisting their concern, ensuring quality, and proposing profitable processes.
- Triplet transfer between the bulk accounts and account structure and circuits validation.
- Monitor payments posting and co-ordinate with AMDOCS and IBM, fetching details from CDR. Oversee LEC alarms, facilities, and usage.

Reports & Metrics:

- Oversee OE (Operational Excellence) concepts such as Lean concepts, Core beat adherence, 3x3 Scorecards, HLPM, DLPM, Process Map (Visio)
- FMEA (Failure Mode Effective Analysis)
- Skills Matrix and other OE tools
- Worked as PMO SPOC in engaging mobilization and management.
(Accenture and client)

Quality Assurance Analyst (AT&T Inc.) | Accenture Solutions Pvt. Ltd | Chennai - India | 2019 to 2021 February

Responsibilities:

- 2+ years of experience in conducting quality assurance testing for customer contract and invoice. Conduct Pre-bill & post-bill validation.
- Handling customer contracts across multiple sectors like retail, wholesale, government, federal and critical.
- Analyze and approve Mechanized debit and credit for billing disputes. Values range between 10k to 6 million. (approximately)
- Utilize processes to identify defects and failures and suggesting possible solutions.

- Assess contractor performance to identify the need for amendments of existing contracts.
- Prepare and edit contracts between the company and potential clients and handle breach of contracts.
- Liaison between client and third-party vendors and coordinate with clients to ensure contract compliancy.

Network Operations Analyst (TDC) (SME for Broadband, Fiber, Mobile scopes) | Accenture Solutions Pvt. Ltd | Chennai - India | 2015 Feb to 2019

Responsibilities:

- Knowledge transfer for a team of 14
- Propose ideas for process automation, which resulted in an 18% cost reduction.
- Overall Process Management leading a team of 14 & Client support.
- Perform Quality Audit
- Formulate Process DTP and conduct process training sessions for new FTEs.
- Perform Quality Check Assessment of the team and prepare monthly stack ranking score cards.

Reports & Metrics

- Prepare Business Transformation Operation (BT) reports.
- Prepare periodic Operational Reports
- Leading weekly calibration calls with clients

Achievements:

- Formulated ideas for Cost Saving (\$1.2million approx.) and successfully implemented, which benefited our European client, Tele Denmark Communication.
- Initiated Cross-training / internal knowledge transfer within the project. This paved the way for FTEs to learn and expand their boundaries. FTE reduction by 7%
- Scrutinized potential under billing disputes to avoid revenue loss to the client. The value differs from case to case i.e. ranging from \$10k to 6million approx.
- I actively participated and contributed towards CSR initiatives by Accenture through Planting Saplings, Blood donation and teaching under privileged children.

Accolades:

'Rockstar Award' for Best Performance – September 2018

'Core Value Champion Award' for exemplary contribution - November 2022

'Encore Awards' for significant contributions in the areas of client delight, operational rigor, engagement championship and people advocacy – July 2023

'Client Value creation' for Overall Performance, training and equipping new joiners in cross sub-functions and handling OE reports efficiently – March 2024

Personal Profile:

Father's Name : Mr. M. Prabakar Raja
Date of Birth : 28th September 1993
Gender : Male
Marital Status : Married
Nationality : Indian
Linguistic Proficiency : English, Tamil
Passport : Y4410923
Willing to Relocate : Yes

Declaration:

Hereby, I profess that the details furnished above are true to the best of my knowledge and belief. I also assure you that I will put in my best efforts to execute the responsibilities that I am entrusted with utmost sincerity and loyalty.

Date:

Place:

(P. Simon Santosh Kumar)