



NAME SURNAME

GLOBAL DELIVERY & CLIENT RELATIONS EXPERT

Business Centric Telecom Roadmaps | International Deliveries | Client Engagement
Telecom Software, Services & Infrastructure

Location: PA | Phone: +1 000 000 0000 | Email: surname@hotmail.com

Innovative, Strategic Thinker and Decisive Leader who takes Calculated Risks

Innovative and Proactive strategic technology leader, with vast exposure handling project deliverable, while he maintains his prime focus in Telecom Software Services and Infrastructures offers 20 years of experience including Digital transformation, Cloud, Customer Experience Programs. Agile, Waterfall, Hybrid. He caters significantly catering towards Large Scale Program, Delivery and Project Management, Functional consultancy, Client Relations and Business Development. Hold a proven record of flawlessly executing multiple enterprise solutions across his tenure. Accredited for remaining abreast with the ever changing technology advancements and industry specific trends, he possesses astute business acumen. He holds an undeniable record of increasing accountability and ROI in the global market. Name is a skilled leader, forges partnership with senior leaders and strives to build strong collaboration empowering his team of 100+ skilled executives.

Key Performance Area involves:

- Country level delivery leadership – overall scope, services strategy and cost signatory |Projects, Care, Presales – entire life cycle spectrum |multi product & business groups, sub-contractors |Global, Distributed Eco System| Large, complex & Strategic programs set up and execution | Tier 1 Customer Management in Australia, NZ, India
- Goal Focused, Team Player, Continuous Improvement catalyst, Inspirational. Strategic, tactical, situational leadership, High EQ, Excellent negotiation, influencing and problem solving skills
- Domain Expertise: Telecom Network - Analytics, Big Data, NFV/Cloud, OSS, BSS, Payment, Intelligent Networks, 3G/4G/IMS Core

EXECUTIVE LEADERSHIP

- Business Strategy and Goals
- Global Team Leadership
- Global Change Management
- Stakeholder Commitment
- Qualitative Analysis
- Organizational Culture

PROJECT POTFOLIO GOVERNANCE

- Portfolio Prioritization
- Resource Planning
- Strategy and Execution
- PMO / PM Budgeting
- Risk Management
- Methodology Development

TECHNICAL MANAGEMENT

- PM Tool Development
- Technology Upgrades
- Process Standardization
- Financial Control
- Methodology Implementation
- Project / Feedback Tracking

WORK EXPERIENCE

Customer Delivery Manager
Nokia
Jan 17 – current
Business Value: USD 20 Mn
Team Size: 50+

Program Director
Nokia
Jan 16 – Dec 16
Business Value: USD 5 Mn
Team Size: 20+

Customer Delivery Manager
Alu – Australia
July 12 – Dec 15
Business Value: USD 10 Mn
Team Size: 100+

Senior Project Manager
Alu – Australia
July 09 – Jun 12
Business Value: USD 10 Mn
Team Size: 50 + 1 vendor

Project Manager
Alu – NZ
Sep 07 – Jun 09
Business Value: USD 6 Mn
Team Size: 10 + 2 vendors

Offshore Program Manager
Alu – India
Jan 06 – Aug 07
Business Value: USD 5 Mn
Team Size: 10 + 2 vendor

TPM, Software Eng
Alcatel – Australia
Jun 05 – Dec 05
Team Size: 12 team

Software Engineer
IBM GSA Australia
'99 – '00

Software Engineer
Sungard Futures – Australia
Permail - Australia
'98 – '99

Sales Executive
Kirby - Australia
'94 - '98

AWARDS

- President award for Network Copper Analyser solution delivery to NBN for speed ('15 Q1)
- President award for IR13: flawless ontime delivery of tests & diagnostics capability set for all multi access technologies to nbn ('15 Q2)
- Best project execution in APAC "Telecom NZ WCDMA" rollout in 12 months (2009)
- Several Shine and Extra Mile awards throughout the career

ACADEMICS & CERTIFICATIONS

- Harvard LEAD Program, 2016
- Accredited General Program Manager, ALU University, 2015 (Trained in Sydney, NY, Paris)
- Certified Scrum Master, 2014
- Lean and Six Sigma Green Belt Course, 2013
- MBA (General Management), Victoria University of Wellington, NZ, 2011
- PMP, Project Management Institute, US, July, 2007
- B.E (Computer), (Honours, Dean's Merit List), University of Newcastle, Australia, '97

KEY CLIENTS

- RJIL | Idea | NBN | VHA | Optus | VHA | Telstra | NBN | Essential Energy | Telecom NZ | AAPT | Vodafone

KEY CONTRIBUTIONS

- Amidst Nokia/ALU integration and consequent high degree of organization turmoil and stakeholder changes, managed to retain business continuity and hit program targets by building lateral relationships, finding and training new resources from various internal and subcontractors for OSS and BGW key which was key for the entire 100-200M expansion program for RJIL (2017)
- Systematically addressed very challenging, uncertain customer dynamics, complex commercials, vague requirements, product skills shortage and nascent analytics product to achieve phase wise acceptance and revenue recognition for RJIL Motive using Agile Methodology (2016)
- Turned around NBN IT Program Delivery perception and incepted delivery excellence initiative by defining and institutionalizing business, commercial and delivery metrics across the program, and delivering at or beyond targets (2015)
- Through high velocity parallel releases in multi products for nbn, significantly improved the key operational and Customer Experience KPIs – Average Call Handling Time, First Call Resolution and Reducing Truck Roll (2015)
- Incepted presales process with Optus and Aricent yielding constant annual business (2014)
- Led VHA account to achieve the highest customer satisfaction scores in ALU Australia, including 99.6% deployment success rate (2012)
- As an expat to India, pioneered offshoring of 2 large IN projects (50 FTEs) for Optus and AAPT to India, set up tools, processes and engagements to deliver successfully and to save \$5M in costs (2007)

VERTICAL EXPERTISE

- 20 years total experience
- 8 years of technical leadership
- 6 years in project management
- 5 years of program management
- 2 years of handling offshore teams

INDUSTRY EXPERTISE

- Transition and Migration programs
- Project Consultation
- 4G | 3G roll outs
- Offshore setup and management
- Waterfall & Agile Methodology
- Complex Commercial constructs – T&M, Fixed, Hybrid for combination of equipment, services and S/W with LDs, claims

CUSTOMER DELIVERY EXCELLENCE

- Analytics
- OSS
- Cloud | NFV
- IMS Infra

SPECIFIC PROGRAMS

Since Jan '17:

Customer Delivery Manager – Applications & Analytics

Client: Reliance Jio – India

- Primary delivery, revenue and margin accountable for A&A for RJIL, along with Customer Perceived Value.
- Joining this pan India program for 100 million subscribers and set to explode to 200M, set up A&A portfolio delivery mode of operations for multiple products – BGW, Netact (OSS), NEBR (backup solution), COM (EMS for MGW/MGCF) and BSF (AAA authentication server).
- Teamed up lead BG, Mobile Networks to deliver 126 BGWs pan India in existing and new sites. Completed rigorous customer acceptance of Netact, NEBR & BSF from previous phase.

Since Jan '16:

CX Transformation - Device Management & Analytics as Project Director

Client: Reliance Jio – India

- Solution to automate small cells provisioning and management, and to bring automation, efficiency and cost effectiveness in troubleshooting Wi-Fi gateway related problems through call centre agents as well as self service.
- Seconded to India, as PD and Customer Engagement Manager for this globally strategic program but with nascent products encompassing device management and analytics solution using Alcatel Lucent Motive's 5 products – Home Device Manager, Small Cell Provisioning, Service Management Platform, Home Analytics and Wi Fi expert System. Challenges included setting up delivery eco system and resource teams, building customer trust, aligning delivery approach and acceptance with challenging commercial constructs, road mapping Use Cases with customer among high degree of uncertainty and product evolution

Since Aug '16:

Digital Transformation Program – Customer Experience, PMO & Governance

Client: Idea Cellular

- Provided real time customer experience Score, increase revenue and increase Idea's customer service efficiency. Included Process consultancy. Products: CeMOD (based on Hadoop), Probes (Megamon, Megaplexer for 3G/4G radio feeds, Viavi 3rd party probes for packet core) and mediation.
- Highly customised, highly political (Idea had both Nokia and Huawei roll out respective CEM solution), highly aggressive and highly visible Customer Experience program using Nokia's nascent CEMod product, which was first off in India and APAC. All revenue is linked with business benefits as an outcome of the use cases execution and business benefits flowing through. Kerala circle was initially given to Nokia which would drive PO for another 11 circles.
- Played a key anchoring role in governance level to ensure critical team is aware of the strategic situation, priorities are set, major issues / risks are identified and addressed, and preserving productive harmony among very stressed team. Cost / PO tracking. Special focus was setting up governance and steering internally with global PLM heads, 3rd party (Viavi/JDSU), as well as with customer program sponsor.

Sep '14 to Dec '16

Customer Experience Transformation Program

Client: NBN - Australia

- Spearheaded 4 PMs and a team of 100+ across 5 countries to offer "automated, proactive and predictive" Test and Diagnostics capability across multi-access broadband (FTTx, satellite, Fixed Wireless, Cable) to their Network and Service Operations teams to reduce their MTTR (mean time to resolution), ACHT (average call handling time), OPEX (staff) and to increase their Customer Experience Metric from currently 6.4 to 8. High integration program and orchestration using Motive portfolio's SMP product.

Mar '14 to Aug '14

Fulfilment solution for Satellite Access and Fiber

Client: NBN R11 Fulfillment

- Software development on Comptel fulfilment suite CF7 (Catalogue Manager, Order Manager, Service and Resource Inventory, IL) for VIASAT satellite, copper and fibre access. Strategic project for Australian government. 3rd parties: Viasat, IBM, Infosys. Overcame challenging engagement model and software performance issues to delivery on time.

Jul '12 to Feb '14

IP Platforms Delivery Head, Projects, Support & Maintenance

Client: AAPT, Vodafone & SingTel Optus, Australia

- Delivery head and services engagement leader for 4 all IPP business critical platforms – Vodafone (Prepaid rating and call control), Optus (TAS – 1300/1800 B2B solution and Femto provisioning solution) and AAPT (call control solution).
- Achieved 99.6% production deployment success rate, \$2M projects / year pipeline and 100% SLA adherence.

KEY PROJECTS EXECUTED

Jan '06 to Jun '12 - Senior Project Manager

Client: Vodafone, Australia

Pre-paid IN Replacement (Real time Rating and Subscriber data management), \$30M

- Led Launch Readiness of this complex transformation program encompassing 50+ systems – northbound and southbound – CRM, billing systems and network interfaces, for voice and data managing technical, business and operational processes.

Client: Telecom NZ

WCDMA Network rollout, VAS, Core, OSS, Billing, IN, SMS, Service Profiles, \$8M

- As part of the Core sub-program of the 3G program (\$250M), I project managed delivery and integration of the Core Applications stream - 3rd party products - SMSC, HLR and UAS (Real time call control) products with OSS(Netcool), BSS (Singleview and IME, managed by EDS) and Provisioning systems (Datacom solution). I also managed other integration activities involving DCT (UAS performance testing), CISCO ITP, international roaming, SIM security management, and led our architect team in development of the HLR subscriber profiles for WCDMA pre-paid, post-paid, voice and data services by consulting with TNZ business analysts.

Client: Optus and AAPT, Australia

Nortel IN Swap-out project, Optus & AAPT IN \$12M

- Leading the first set of offshore IN projects from India and reporting to the customer PM in Australia, I led a team of 45 engineers there from ALU, Tech Mahindra and Aricent, to aggressively customise an existing product and create several mediation devices for Optus and AAPT Australia. The project value was \$7M for Optus and \$5M for AAPT.

Client: Vodafone , Australia

Prepaid Recharge voucher Service Migration and Data capacity expansion \$8M

- Led multi year multiphase migration project for prepaid recharge voucher migration from old to new ALU platform which entailed new HW, new software services and migration. New hardware installed and integrated to increase data rating capacity for VOLTE

Client: Telstra, Australia

OSS – Assurance, \$1M

- Alarm management solution rollout for fixed line IMS

Client: NBN, Australia

Fixed Access and IP, \$1M

- Access (GPON) and IP design stream for the NBN JEP program lab, \$80M, which was under national level visibility

PAST EXPERIENCE

'00 – '05

TPM, Development Lead and Software Engineer, Various Projects

Technical Competencies include:

C++,C, Perl, Java, CORBA, Unix, Alcatel IN, SS7, INAP, Inter Process Communication, Semaphores, Shared Memory, Multi-threading technology. Pro C++, Borland C++, Oracle Solaris, MS Dos, PLSQL, UNIX, Access