

NAME LASTNAME

Top Management Executive, functioning as Technical Consultant – Smart City at Dubai Design District (d3), UAE

Mobile: +971-55-0000000 • Email: abcdef@ieee.org • LinkedIn: linkedin.com/in/surname

PROFILE SUMMARY

Diploma in 21st Century Telecommunications, Telecoms Academy, Informa Telecoms & Media, London, UK with over 23 years of experience in Strategic Planning, Service Delivery Management and Project Management in the ICT Industry. Deft at managing and running large and diverse teams to deliver multiple engagements and performing different roles ranging from delivering & conceptualizing solutions, strategic planning, networks planning and operations, network deployment, service delivery & assurance, account and customer management.

Played multiple roles ranging from policy formulation, digital transformation, governance, technology transfer, new technology evaluation for commercial viability, vision postulation, project implementation, operations, process engineering and capacity building. Adept at conceptualizing end-to-end service delivery planning and implementation from scope management, to activity sequencing, cost estimation, risk analysis to quality management in line with international guidelines and norms. Interfaced with top management for evolving strategic vision, driving change, infusing new ideas and taking enterprise system performance and productivity to the next level. Out-of-the-box-thinker, meticulous, tactful and diplomatic with ability to manage problems logically and systematically in a professional manner.

CAREER TIMELINE

• Since Apr 2017	Dubai Design District (d3), UAE	Technical Consultant (Smart City)
• 2013 – 2017	Emirates Integrated Telecommunications Company, PJSC, Dubai	Vice President - Corporate Strategy
• 2008 – 2012		Vice President (Technology Strategy & Planning)
• 2006 – 2007		Director Capacity Planning & Management (Carrier Services)
• 2001 – 2005	Dubai Technology & Media Free Zone Authority (TECOM), UAE	Manager (International Switching)
• 2001	Siemens, UAE	Product Specialist (Enterprise Networks)
• 1998 – 2001	Emirates Telecommunications Corporation (Etisalat), UAE	Technical Support Executive
• 1997 – 1998	Escotel Mobile Communications Ltd., India	Assistant Manager (Operational Information Sys)
• 1995 – 1997	BPL Telecom Limited, India	Senior Design Engineer (R&D)

VALUE ADDITIONAL SKILLS

- Driving business operations by determining performance improvement objectives, strategizing, devising procedures and policies.
- Monitoring delivery management for technical deliverables of concurrent projects.
- Supporting service delivery functions, to ensure end-to-end ownership of incidents and problems.
- Providing strategies to the leadership team for continued improvement in effectiveness & efficiency of business.
- Developing an overall AOP plan for identifying key projects and ensuring resources allocation pulling together the individual AOP's from the different business areas, reviewing and challenging those in order to complete a comprehensive aligned plan.
- Ensuring proper alignment of plans and programs with the group level plans and overall targets.
- Undertaking periodic strategic analysis and submitting periodic and ad-hoc reports.
- Developing and implementing a process to track long term "early warning signals" for emerging opportunities and/ or threats.
- Leading the competitive Intelligence & analytics, benchmarking and market performance monitoring.
- Establishing an overall plan for developing the team capabilities and skills by providing them with project assignments, knowledge transfer, formal and on-the-job training.
- Evaluating new opportunities and overseeing market analysis and identifying customer needs along with analyzing and recommending the executive team based on sound business and financial analyses.
- Developing and enabling strategies and compelling services road map for Smart City to meet the needs of customers.
- Translating the strategic innovations into compelling propositions considering e.g., technology readiness levels, consumer insights and market acceptance.
- Identifying the challenges for d3 Smart City by proactively engaging the executives.
- Capturing the attention of customers and compelling them to use d3 smart city services by effectively designing & executing launch plan.
- Establishing and maintaining benchmarking database including comparison and performance reviews of peer Smart Cities.

CORE COMPETENCIES

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|------------------------------------|--------------------------------|-----------------------------|
| - Strategic Planning/ Budgeting | - Project/ Program Management | - Smart City Services& IoT |
| - Governance, Risk, and Compliance | - Business Continuity Planning | - Vendor Management |
| - Network Facility Management | - Service Delivery | - Technology Implementation |
| - Performance Management | - Operations Management | - Team Management |

SCOPE OF WORK

As Vice President- Corporate Strategy

- Developed and organized strategic planning procedures while establishing annual strategic planning calendar in collaboration with the executive management team.
- Planned and executed du's growth strategies constantly beyond the core by identifying areas of external partnership or investments required in a well-organized manner.

Achievements

- Proactively undertook strategic reviews including due diligence exercises by evaluating innovative investment strategies while ensuring alignment with corporate strategy objectives in coordination with the investment team.
- Measured all components of the existing strategic plans and recommended modifications as per the requirements to ensure relevance in du's dynamic environment.
- Led the development of annual strategic and business plan including devising the growth strategies at the Board Annual Strategy Retreat.
- Delivered multiyear growth strategy for du.

As Vice President –Technology Strategy & Planning

- Monitored du's technology strategy, roadmap, budgets, resource allocation and infrastructure growth.
- Enabled the advance use of technologies and synchronized the product area technology roadmap in close coordination with the marketing and technology teams.
- Planned and established multi-year technology strategic plans by including a thorough understanding of technology in alignment with long-term business strategies.

Achievements

- Successfully controlled budgets in the order of AED 1.5 Billion in CAPEX and AED 1.2 Billion in OPEX for Technology Division by executing and studying annual and medium-term plans and budgets.
- Formulated and implemented one of the major network outsourcing initiatives, bearing contract value of AED 1.1 Billion for over 5 years for delivering enriched services at a better cost.
- Developed LTE rollout strategy for 1800 MHz band so as to reduce the capital investments and contribute to network development team.
- Ensured all projects are delivered using a "best practice" delivery approach and within agreed scope, time, cost and quality by establishing the Technology Program Management Office (TPMO).
- Created Technology Performance Framework for monitoring the technology balanced scorecard (BSC) and KPIs and recommending corrective actions.

As Director –Capacity Planning & Management (Carrier Services)

- Coordinated and communicated on the existing and new sub-marine cable consortiums to the benefit of du as one of the consortium parties or cable landing providers.
- Signified du's position to the cable consortium parties on decisions or plans that may directly or indirectly affect du in the financial, legal and/or operational aspect of the cable system by collaborating with different departments.

Achievements

- Evaluated the network status to forecast the future build requirements and identify the bottlenecks by leading a team in planning du's global infrastructure involving comprehensive tasks.
- Managed international technology infrastructure, dimensioned network and disasters by cooperating with diverse teams.
- Introduced outsourcing of the wholesale billing system, first of its kind in the region to launch the wholesale business.
- Planned and implemented several international PoPs for du according to Global Infrastructure Strategy.

EDUCATION

- 2004** **MBA (Information Technology Management) from** University of Leicester, UK
- 1995** **B.Tech. (Electronics Engineering) from** Government Model Engineering College, Cochin University of Science & Technology), Kochi

CERTIFICATION

- Diploma in 21st Century Telecommunications, Telecoms Academy, Informa Telecoms & Media, London, UK during 2008.
- Executive Data Science, a 5-course specialization by Johns Hopkins University during 2017.