

Telecommunications Industry Management Professional

Driven to Hunt for New Business, and Mentally Resilient enough to push past rejection to achieve results!

PROFESSIONAL SUMMARY

Dynamic professional with nearly 25 years of experience in the Telecommunications sector across a diverse range of functions such as Customer Support, Project Management, Network Planning & Implementation, Network Operations & Maintenance.

- Worked for major Telecom vendors including [REDACTED], and operators such as [REDACTED], and [REDACTED].
- Expertise in Strategic Planning / Key Account Management / Operations Management with growth-oriented organisations.
- Planned, managed & executed projects for start-ups; developed technical resources that add value and increase margins.
- Successfully manage Customer Service functions & streamline working standards and operating system for project rollout.
- Skilled in techno-commercial evaluation of Network Equipment Testing and Implementation in identifying risks/issues that could affect the project and putting in place effective solutions.
- Enterprising leader with excellent analytical, communication & presentation skills, and proven dexterity in leading and directing personnel towards the accomplishment of a common goal.
- Use energy, drive, and a commitment to succeed to consistently improve business performance by building outstanding relationships with customers and driving overall revenue growth.
- Multilingual, fluency in English, Marathi, Hindi, and Gujarati.

COMPETENCIES

- Project Management
- Installation & Commissioning
- Operations & Maintenance
- Human Resource Management
- Call Centre Operations
- Profit Centre Operation
- Revenue Generation
- Change Management
- General Administration
- Performance Management
- Liaison & Coordination
- Customer Handling & Orientation

TECHNOLOGIES

Windows OS	7 & 10
Technologies	GSM, GPRS, UMTS HSPA (3G), LTE.
Test Equipment Applications	Spectrum Analyzer, GPS, Power Meter, TEMS (Drive test Equipment), BER Meter, VSWR Meter MS Office

AWARDS

- BEST PROJECT ROLL OUT 2000
- BEST MS TEAM AWARD 2013
- FUTURE STAR AWARD 2015

EDUCATION

2016

PMP Certified, [REDACTED]
 Internal Control Auditor Certified, [REDACTED]

1993

B.E. (Electronics) - [REDACTED]

1989

Diploma in Industrial Electronics - [REDACTED]

CAREER HISTORY

Jun 2019 to Present

Independent HR Consultant

- Design and update job descriptions, advertising openings, and source candidates from various online channels and internally.
- Craft recruiting emails to attract passive candidates and screen incoming resumes and application forms.
- Conduct initial phone interview with candidates and provide shortlists of qualified candidates to hiring managers.
- Present job offers and answer queries about compensation and benefits.
- Monitor key HR metrics, including time-to-fill, time-to-hire, and source of hire.
- Collaborate with managers to identify future hiring needs.
- Act as a consultant to new hires and help them on board.

Jan 2019 to May 2019

Key Account Manager – [REDACTED]

- Led a team of 13 Maintenance Managers, 4 SME's, 26 Supervisors, and 100+ field team members.
- Delivered consistent network availability as per agreed KPIs/SLAs with [REDACTED] and [REDACTED] for both Utility and Fiber domain.
- Ensured Network & Facilities health for 10000+ eNB sites and 25000kms of fibre network.
- Designed and Implemented programmes for Continuous Network Improvement.
- Conducted monthly review meetings within circle and central customer team.
- Maintained FM/CM tickets for Utility maintenance and Patroller compliance for fibre maintenance.
- Involved in various active and passive audits and ensured compliance as per industry norms & customer requirements.
- Experienced in OSP/ISP Network Operations, Rollout & Maintenance of OFC.
- Fiber Technology trouble shooting, inspection, and service of N/W elements like AG1,AG2,AG3 consisting of OLT,ONU, ONT,ODN.
- Key standards include Planning, OFC Execution, Operation & Quality.
- Equipment knowledge includes OTDR, SPLICING M/c, LSPM, VFL, LOCATOR, M-TEST & GPS.

May 2017 to Jan 2019

General Manager–Technical, [REDACTED]

- Led & drove the development of the technical function of the organization in line with strategic & business plans & values.
- Worked closely and collaboratively with the Sales & Managing Director to assist in the delivery of a cohesive, high quality, high impact programme in various Telecom active / passive maintenance and call centre setups.
- Liaised with government agencies including Forestry, Municipality [REDACTED], and [REDACTED] for fiber maintenance.
- Led and managed 3rd party contractors and service/solution providers such as Telecom Infra Maintenance contractors, and call centre software providers.
- Oversaw all aspects of telecommunications active /passive systems including installation, maintenance, and troubleshooting. [REDACTED].
- Provided high quality service to customers by making the most effective and efficient use of call-centre staff and technology.
- Monitored, analysed, and improved technical call centre performance by periodically training agents to improve their skills in answering customer queries, and effectively resolving problems, or requesting additional support.
- Attend customer meetings monthly to show their business status and progress, KPI trends, and further plans for improvements.
- Acquired new business / call centre process by effectively presenting our ability to fulfil requirements to new customers.
- Recruit qualified/experienced staff to handle customers such as, [REDACTED].

Feb 2009 to Apr 2017

Deputy General Manager - MS Operations, Oct 2014 to Apr 2017

Senior Manager, Feb 2009 to Sep 2014

- Responsible for the deployment of [REDACTED] MSC,MGW,MW,BSC/RNC & BTS/NodeB as per monthly rollout targets.
- Conducted network operations and maintenance services at the circle by ensuring implementation of O&M processes, planning & operating the network for improving network quality & availability along with spare parts.
- Prepared and validated all operational MIS reports for the network.
- Supervised infra activities at [REDACTED] MSC & BSC locations including power equipment/Genset day-to-day maintenance.
- Catered to customer queries and maintained Customer Satisfying Index KPI's, monitoring Network KPI's and getting monthly sign off from the customer.
- Addressed Network complaints through [REDACTED] call centre and by providing online resolutions or on field optimisation to satisfy end users with an enhanced good quality network experience.
- Worked from Customer Satisfaction Surveys and repeated complaints to implement new ideas and improve customer service.

KEY ACCOMPLISHMENTS

- Evaluated methods for the [REDACTED] MS project and facilitated improvements in project work; these included effective planning & optimization for KPI improvements with optimum manpower.
- Recorded zero unsolved customer complaints/queries; mainly achieved through effective Trouble Ticket tracking within SLA.
- Improved network availability from 99.96% to 99.99% and reduced maintenance costs by 10% through effective implementation of preventive maintenance schedule, tracking system alarms.
- Successfully completed Project Management Resource Pool Training and Practice Program in 2016.
- Successfully completed [REDACTED] Internal Control Audit on all departments.

Dec 2001 to Jan 2009

Team Leader, [REDACTED]

- Spearheaded maintenance of 1200+ [REDACTED] Base Transceiver Stations (BTS) & 32 [REDACTED] BSC's [REDACTED]; acted as major team member in building [REDACTED] MSC.
- Spearheaded project to launch mobile services [REDACTED].
- Installed & commissioned [REDACTED] equipment such as BSC, BTS & [REDACTED] (MW System).
- Worked with customers/[REDACTED] employees to identify network problems and advise on the solution.
- Logged and kept records of customer/[REDACTED] employee queries.
- Analyzed call logs to spot common trends and underlying problems.
- Updated self-help documents so customers/[REDACTED] employees can try to fix problems themselves.
- Worked with field engineers to visit customers/[REDACTED] employees to resolve serious and complex issues.

Jul 2000 to Nov 2001

Engineer, [REDACTED] Communications

- Steered maintenance of Base Transceiver Stations (BTS) [REDACTED].
- Supervised installation and commissioning of [REDACTED] equipment such as RBS (200), RBS (2000) & Minilink -E (15GC Microwave system), 2 x 34 Mb Optimux (NATACO make) for connectivity between BTS at Solapur & BSC through DOT N/W, [REDACTED] HDSL (high speed digital subscriber) equipment for connectivity between BTS sites in [REDACTED] and BSC at [REDACTED].
- Diagnosed and troubleshoot customer technical issues, including mobile handset and mobile network.
- Properly escalated unresolved issues to appropriate internal teams (e.g. Switch, RF, and Billing).

Oct 1997 to Jun 2000

Operation Engineer, [REDACTED]

- Operation & Maintenance of paging equipment.
- Monitored paging call centre agents call handling quality, SLA's.
- Resolved agent's technical issues about their PC's and headset's.
- Made on site visits to resolve technical questions.

Dec 1994 to Sep 1997

Customer Support Engineer, [REDACTED]

- Operation & Maintenance of VHF / HUF wireless systems supplied to Telecom Dept of [REDACTED].
- Attended telecom officials' technical complaints of wireless equipment on call or through field visits.
- Kept complaint record and resolutions daily and submitted monthly reports to headquarters.

May 1993 to Nov 1994

Customer Support Engineer, [REDACTED]

- Operation & Maintenance of Electronics Push Button Telephones sets, Cordless telephones, EPBAX, FAX and STD PCO monitors.
- Trained customers on how to operate equipment and provided knowledge on administering first in case problems arose.

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