# Nileshkumar

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**An accomplished global Telecom/ CMT/ TMT, Networks Technology leader with 23+ years of trailblazing track record of success in Wireline & Wireless Technical & Agile Program Management.**

# Executive Summary, Skills Expertise and Career Highlights

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| •  •  •  •  • | +15 years of Projects & Program Management, Governance and TCQ, Scope Control, Closing Mastery  Led as Agile leader, Product Owner, Scrum Master as well as Program Delivery Manager (Dual role)  Requirements translation, data analytics for actionable intelligence and customized solution  High level design and Pre-Sales proficiency  Lean, Agile Projects Management tools such as:  Microsoft Projects, Jira, ADO Tools expertise | •  •  •  • | E2E Systems Delivery, Integration & Data  Migration & Testing competence  Cross functional, Offshore Technical, PMO teams Co-ordination & leadership command  Quality Assurance & Risk Management,  Mitigation plans and execution  Bids, RFX, Proposal Writing, Contracts  Management, Winning Strategies, Competitive  Analysis, Pricing and Negotiations strengths |

* Steered a large-scale, complex Telco/ CSP Transformation and Fixed Mobile Convergence (FMC) Waterfall + Agile Program with a focus on Customer Experience (CX), Business & Operational Support Systems (B/OSS), Service Assurance, Digital Transformation (DX)

**Key Clients & Partners:** Nokia, Siemens, NSN, MT/ Orange, TechM, Wipro, Hutch, Ooredoo, Vodacom, DU/ EITC, Safaricom, Charter communication, MTN, Zain, Mobitel, Hayleys Fentons, Tunisia Telecom, Vodafone, PTCL, Mada

# Technologies, Tools, Skills Managed (Partial list, working with global ISVs, OEMs & CSPs)

**Projects Management Tools & Utilities Apps:** Microsoft Projects, MS Dynamics CRM, Salesforce/ SFDB, Salesforce Cloud, JIRA, Microsoft Office, Google Suite, Office 365, MS Azure ADO, Mural, Smart Sheets

**Project Methodologies & Certifications:** Agile, SDLC, Scrum, Lean, Waterfall, Certified PMP, CSM, CSPO, SAFe, SOP, ITIL, CMMI, ISO Best Practices, Design Thinking

**Industry Standards:** TMForum, eTOM, SID, TAM, GSMA, 3GPP, ITIL, IEEE, FCAPS

**Hardware:** Sun Solaris (now Oracle), HP, DELL, IBM, Tecnomen/ Tecnotree (proprietary)

**Drawing & Reporting Tools: Figma, Lucid Charts,** Microsoft Visio, PowerPoint, Excel, Tableau, BPMN (Camunda), SOA **OEMs:** Comptel (Nokia), CA(Broadcom), MS Dynamics, Excelacom (Century), Oracle SOA, BPMN, STL (Elitecore)

# Experience and Track Record of Professional Success

**Domain Experts Group, Houston, TX | Digital Transformation Program Manager | Jan 2024…**

* Consulting PM for CRM, ERP, Payroll, Healthcare, Cyber Security, IIoT solutions for O&G and Enterprise clients

**Capgemini (Charter Communication Contract), Denver, CO | Product Owner | PM** | Oct 2023 – Dec 2023

* Spearheaded Wireline Network and Services Abstraction, SOA (Service Oriented Arch) products management, optimizing business processes, and reducing delivery time by 20%, integration with BSS, OSS systems
* Team up ART, PO, RTE, SM to ensure that backlogs are cleared, PI objectives are met
* Validated Acceptance Criteria, ensuring DoD (Definition of Done) are met during demo & reviews
* Led cross functional software & hardware engineering teams to ensure quality delivery for production
* Facilitate Scrum of Scrums, Agile Release Train’s (ART’s) Inspect and Adapt (I&A) & Retros events

**Altop Energy LLC (Client: Intersoft Systems Inc, DEG), Houston, TX | Program Manager** | Nov 2022 – Sep 2023

* Led ICT, Digital, ERP, Industry 4.0, Healthcare, Cybersecurity, IIOT, AI, API-based solutions, 25% revenue ramp up
* Collaborated with cross functional System and Solution Architect teams with decision‐making
* Implemented Agile Scrum framework, resulting in up to 30% improvement in project delivery time
* Captured key performance metrics and projects tracking using Azure ADO & JIRA

**EZELINK Telecom LLC Wi-Fi OEM | Dubai, UAE | Director Carrier Solutions | Program Manager** | Oct 2020 - Nov 2022

* Leading Agile Program Management, scrum ceremonies, retrospective, sprint velocity enhancement
* Managed BSS and OSS Programs for Enterprise, Government and CSPs/ Telco Wi-Fi clients as catalyst
* Orchestrated a 24-month program for 5G FWA, Mobility, Monetization projects, contributing to a 2X increase in market share. Led RFXs, Bids, Contracts & commercial negotiations with legal aspects.
* Achieved 1M users a month Monetization revenue stream through innovative solutions, resulting in a 15% boost in overall company revenue.
* Acted as the customer-facing single point of contact during the program life cycle, leading to a 95% CSAT

**Salient Global Technologies (SGT, Dallas, Texas) | Dubai, UAE | Consultant | Regional Program Manager** | Oct 2019 - July 2020

* Led Presales & Scrum team for 4G/5G RAN, B/OSS, SD-WAN, SDN, Packet core, RAN, achieving a 20% increase in regional market share.

**Various Enterprises/ TMI, Dubai | Consultant | Program Manager| Nov 2018 – Sept 2019**

* Systems Integration IT, ICT Projects and program management for healthcare clients

**Fon (Fontech) Wireless Limited, Madrid, Spain | Dubai, UAE |Regional Director MEA | Program Manager** | May 2017 - Oct 2018

* Led & launched NEW Tier-1 Carriers & Enterprise Wi-Fi & B/OSS products, achieving a 40% reduction in delivery time for the European ISV/ OEM.
* B/OSS, Captive portal, SMP, Monetization and incident management system for Wi-Fi subs, generated 10 Mn$ pipeline. SAAS/ PAAS (Cloud-based), IOT/ Automation solutions Architecture.

**Sterlite Tech/ STL (US based Carlyle Group: Elitecore Tech, acquired by STL, India, Skyvera, USA) | Dubai**

**General Manager | Program Manager – MEA**| Jul 2010 - Mar 2017

* Led victory of a large (Multi Mn $) IT, Telecom Billing, B/OSS Systems, DIGITAL (DCX/ DX) & Customer Experience (CX) Transformation project in the history of Elitecore & Tier-1 Telco client ORANGE global bid for this OEM, ISV.
* Lead as Agile coach fostered communication, removing impediments, protect team, negotiate teams
* Data Centre with DR/ Geo-redundant, and complex technical CX, DX, Transformation program delivery
* Carrier Wi-Fi, IP Core, Offload, Location Intelligent Monetization, TWAG, DDI, Cloud Controller

**Tecnomen Oy Finland (now Tecnotree OEM) | Dubai, UAE |** Program Manager | Head of Delivery MEA | Jan 2001 – May 2010

* Servant leader, mentor, agile & scrum coach, mentor for various project teams in the region
* 9 years of expertise managing and leading multiple large, complex technical projects & programs
* Steered 5-7 Mn Euros a year, by pre-sales, multiple Projects, Products & services delivery, realized 100% revenue recognition leveraging PMP, Waterfall, AGILE, SCRUM, Hybrid methodologies.
* Lead DevOps, IT, OT, Service Assurance methodologies and ITIL Best practices for several projects.

**Ooredoo Telecom (earlier Wataniya Telecom) |Kuwait | Head of Dept | Supervisor – Value Added**

**Services (VAS), Intelligent Network O&M | Oct 1999 – Jan 2001**

* Greenfield launch of GSM IN, VAS Network, heading team of 5 multi-cultural teammates

**Hutchison Max Telecom (now Vodafone, India) |Vadodara, Bangalore | Head of Wireless Network |**

**Head of Product Development (Country Wide role) | Nov 1994 – Oct 1999**

* As a trusted leader created high performing technical team, debut launched Wireless Network.
* Wireless UE Devices Testing, Led M2M products development including Embedded systems & Apps

**GTL (Wireless Manufacturer) |Vadodara, India| Research & Development Sr Engineer | Dec 1992 – 1994**

* Wireless-Telephone (PSTN/ ISDN) Patch embedded systems design and development for HF/ VHF UEs

# Educational Qualifications

* **Electronics & Telecommunication Bachelor of Engineering (Mumbai/ Bombay University**), 1992
* **Industrial Electronics & Instrumentation Engineering Diploma** (BTE, Mumbai University), 1989
* **Post-Graduation in Business Data Analytics & Actionable Intelligence, Wharton Business School**, 2019
* **Post- Graduation in Artificial Intelligence, University of Texas @Austin (McCombs)**, USA (**2022**)

**Languages:** English (Full Professional), Hindi & Gujarati (Fluent), Spanish, Arabic & French (Beginner)

# Professional Certifications

* **CIW -** Certified Internet Webmaster**, New Horizon Institute, Kuwait**
* **Project Management Professional: PMP (PMI USA), thru IIL London**
* **Certified Scrum Master (CSM) & Certified Scrum Product Owner (CSPO) from Scrum Alliance, USA**

# Awards/Accolades Received

* **Leader Biggest ICT (CX, BSS, OSS, Digital) Transformation Deal** 2012-13 (Also since Inception): Elitecore
* **Fastest Deal Closure of the Year**, **Best Tier-1 Telco Biz Programs Management** (2012-13-14): STL
* **Best Account Management Best Practices (Tier-1 CSPs)**: Elitecore/ STL: 2012-14
* **Y2K Leaders Award:** Hutchison Max Telecom (Now acquired by Vodafone), India
* **Fastest Project Delivery recognition for EMEA (Romania) from VP of Tecnomen Oy & Nokia**