# Nileshkumar

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**An accomplished global Telecom/ CMT/ TMT, IOT 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 VAS, **BSS, OSS Projects** & **Program**  Governance and TCQ, Scope Control Mastery  All IP Networks, Wireline, RDK-B, LTE/ 5G FWA & Wi-Fi Platforms/ systems Eng Projects & Programs  Requirements translation, Analysis data for actionable intelligence, mapping to customized solution  High level design and Pre-Sales proficiency  Lean, Agile Program Management expertise  Business Analysis and Product Owner skills | •  •  •  • | Bids, RFX, Proposal Writing, Contracts  Management, Winning Strategies, Competitive  Analysis, Pricing and Negotiations strengths  E2E Systems Delivery, Integration & Data  Migration & Testing competence  Cross functional, Offshore teams Co-ordination & leadership command  Quality Assurance & Risk Management,  Mitigation plans and execution |

* **Steered a large-scale, complex Program with a focus on Customer Experience**, **BSS, OSS, Service Assurance**, **Digital** **Transformation** **(DX)** including High Level Solution leadership, Alliances, Budgeting, Pricing, GTM
* **Deep desire to apply** 5G, Data Analytics, Artificial Intelligence, M2M, IoT, Industry4.0, RPA knowledge

**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)

**Telecom Networks & Tech:** Wireline, Wireless, FTTX, Broadband, Cable, GSM, 3G, 4G, 5G, Wi-Fi, Intelligent

Networks (IN), RAN, IP Core, IMS, Packet Core, WiMAX, BSS, OSS, VAS, VoIP, IoT, M2M, NMS, XAAS, PCRF, AAA, OCS,

WAG, Dynamics CRM, Next Generation Networks (NGN), UC, UMS, VMS, IVR, Workflows, Physical and Logical Telecom Inventory systems, Billing, Mediation, Call Centers, Order Management, Provisioning & Activation systems, Geographical Information systems (GIS), Load balancers (A10), Disaster Recovery & Geo-Redundant systems

**Monetization Systems:** Location Intelligent Analytics based Monetization, Wi-Fi Offload, Wi-Fi Digital Marketing **Operating Systems:** UNIX, LINUX, Windows, MacOS based OEM/ NEP Platforms / Systems

**Telecom Network Protocols:** SS7, SIGTRAN, INAP, VoIP, SIP, SNMP, SMTP, SMPP, SOAP, RESTAPI, FTP, POP, IMAP,

MAP, CAMEL, RADIUS, DIAMETER, Wi-Fi, DNS, DHCP, TCP/ IP, IPAM, ZIGBEE, TR-69, TR-369, TR-181

**DB, RDBMS & Prog languages:** LDAP, Active Directory, Sybase, Oracle, MS Access, SQL, MySQL, Java, HTML, Scripting **Cloud:** AWS, Azure ADO, Private/ On-Premises/ Hybrid Cloud

**Projects Management Tools & Utilities Apps:** MS 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, SAFe, SDLC, Scrum, Kanban, WIP, 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

**Artificial Intelligence Tools & Tech:** AI, ML, EDA, KNIME, Neural Networks, Decision Trees, Random Forests, Ensemble Techniques, NLP, Computer Vision, Machine Learning, Supervised and Unsupervised Learning, GenAI

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

**Drawing & Reporting Tools: Figma, Lucid Charts,** Microsoft Visio, PowerPoint, Excel, Tableau, BPMN (Camunda

BSS/OSS, SOA OEMs: Comptel (Nokia), CA(Broadcom), MS Dynamics, Excelacom (Century), Oracle SOA, BPMN, STL

**Industrial & Instrumentation Systems:** Industry 4.0, IIoT, Industrial Instrumentation, Solar Systems, Sensors,

Controllers, Device Management, Embedded systems, SDK, RDK-B, CPEs, SOM (System on Module), Data loggers

**Provisioning:** Wireline, Wireless, Zero Touch, OTA, TR-69, TR-181 CPEs, User Equipment (UEs) Device Management

**Retail & Customer Lifecycle Management:** Omni-channel, Unified Billing, Unified View, Single Pan of Glass, Loyalty, and Retention, Customer Experience Management

# Experience and Track Record of Professional Success

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

Infrastructure, ERP, CRM, Digital Marketing, Cyber Security, Platform Engineering and Digital Transformation, leveraging agile kanban projects leadership, utilizing Azure ADO, JIRA tools.

**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
* Validated Acceptance Criteria, ensuring DoD (Definition of Done) are met during demo & reviews, SQL, JQL Reports
* 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, Cybersecurity, IIOT, AI, ML, API-based solutions, 25% revenue ramp up
* Collaborated with cross functional System and Solution Architect teams with decision‐making with SQL, JQL
* 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.

**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.
* 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
* 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

* VAS Platform Engineering, IVR, Unified Communication, UMS, VMS, Intelligent Network (IN/ Prepaid) Announcements, Multi-Media Messaging (MMSC), SMSC, Cell broadcast
* 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**

**LIST OF KEY LARGE TELCO CLIENTS PROJECTS AND PROGRAMS MANAGED AND DELIVERED GLOBALLY**

**ORANGE: Mauritius Customer Experience, B/OSS, Digital Transformation**

* Lead FM Convergence Program (2 Phases, 9 LOTs) for delivery of 30 Software Modules/ TMF FAB Stack
* eTOM based B/OSS, Services Provisioning, Fulfilment, Assurance Billing & Business Processes Management
* Fixed and LTE Mobile Networks Integration with POS, Customer Care (MS Dynamics), NMS (CA), Logical and Physical Inventory Management (Comptel), Mediation, Billing. +100 members team overall, XXM$ Deal size
* Wholesale & Retail Customer Lifecycle Management, complete FAB Stack, L2C (Lead 2 Cash), RDK-B for CPEs
* TOGAF & TMF APIs Arch framework, Service Catalog, Inventory, Orchestration, Active Resources Inventory, Resource Monitoring, Problem & Service Quality Management, ITIL Best Practices based O&M support
* AGILE, SCRUM & SAFe methodologies-based Project delivery in various Sprints and LOTs, Service Ops Mgmt
* Aligned GTM strategy, led adoption of CI/ CD, DevSecOps and enhanced tech, scaled for local markets
* Audited “As-Is” B/OSS, CX Fixed & LTE Network & IT systems, processes and proposed new “To-Be” compliant to TMF FAB stack
* Presented recommendations to CXOs for buy-in, improved/automated processes, implemented solutions

**PTCL, Pakistan (Remote) Location Intelligence Specific Data Analysis and Monetization**

* Single Point of contact representing Technology portfolio to expand Service Provider’s Wi-Fi footprint, APIs
* Planned, Solution Design, scaled, Location Intelligence Specific Data Analysis & Monetisation SAAS Soln Arch
* Program for B2B, Retail, Education, Healthcare, SMBs, SMEs, Malls, Schools, Transport services providers
* Integrated data sources from LoBs & 3rd party APIs, Data Analytics, planned Monetisation, prioritized mobile
* Planned, budgeted, forecast initiatives, features & operations for delivery of products and platforms
* Integration with Media providers, Captive Portal & Subscribers Management, hit 1M users a month

**Safaricom, Kenya Nokia Partnership**

**Brownfield Project replacing Huawei Intelligent Networks & IVR, VAS (SMSC, MMSC, M-PESA Platforms)**

* Refined processes for Value stream process mapping, Agile Release management and Pilot launch
* 15M LIVE Subscriber Migration and 1st time launch of Mobile Money Platform M-PESA

**Qtel, Ooredoo, Qatar Siemens Partnership**

* Led First Multimedia Messaging (MMSC) platform launch in the entire MEA region
* OTA Device Programming, Device Management, Profiles Management, LDAP, 3G Network Integration

**Vodacom, MTN & Cell C, South Africa , Siemens Partnership**

* Led Business and Technology transformations including Bids, Contracts, Regulatory, Compliances
* Greenfield Projects for Interactive Voice Response (IVR) systems, Intelligent Network Announcement
* SS7, SIGTRAN Switch Access Networks, Load balancers, Storage, Millions of Subscribers Mailboxes deployed
* **Got OEM vendor shortlisted to the final levels for 25 Telcos group RFP for Wi-Fi for Telcos + Enterprise for Spanish vendor FON Wireless**
* **Came close to beating Ericsson and Huawei in a large Packet CORE RACS, NASS consolidation project for Etisalat, UAE**

**RCS-RDS, Romania Nokia Partnership**

* Planned, Delivered Videomail + Unified Messaging Systems integrated with 3G Greenfield GSM Network
* Set record for the FASTEST Project delivery (10 Wks from LOI) in the history of Nokia & Tecnomen, Finland

PLUS SEVERAL UMS, IVR, MULTIMEDIA, NEXT GENERATION NETWORK (NGN) OEM/ ISV END-TO-END PROJECTS AND PROGRAMS MANAGED AND “HANDS-ON” DELIVERED TO LARGE/ TIER-1 TELCOS GLOBALLY