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“ Empowering Success by Leading Program Delivery, Maximizing Value, and Creating Impactful Solutions for Exceptional Customer Satisfaction and Revenue Growth.

SKILLS PORTFOLIO

Project Management

Program Management | Project Delivery | Resource Allocation | Risk Management | Change Management | Financial Oversight

Leadership & Team Management

Team Leadership | Stakeholder Management | Performance Metrics | Diversity & Inclusion | Learning & Development

Financial Management

P&L Oversight | Financial Planning and Analysis | Budgeting and Cost Control

Strategic & Consulting Skills

Strategic Planning | Consulting Services | Process Improvement | Revenue Growth | Solution Development

Client Engagement:

Relationship Building | Account Management | Data-Driven Insights | Conflict Resolution

People Management Skills

Positive team culture | Diversity and Inclusion | Technical support | Opportunities for growth | Learning and Development

Technical Expertise

Telecommunications Expertise | Multi-Vendor Integration | OSS BSS

PROFILE



A results-driven strategic leader with over 20 years of experience managing complex, multi-million dollar telecom and IT programs. Proven expertise in leading global teams, scaling operations, and optimizing P&L to achieve \$10M+ in revenue growth. Throughout my career, I have successfully delivered large-scale initiatives across telecommunications and IT consulting, demonstrating a strong track record in program and project management. Currently serving as Consulting Practice Director at Oracle India, I specialize in driving operational efficiency, client satisfaction, and managing global delivery centers. My expertise includes OSS/BSS platforms, particularly within the Oracle Suite (OSM, UIM, ASAP, BRM). I excel in building strategic partnerships and talent development, consistently delivering high customer satisfaction and significant business growth.

I bring a deep understanding of operational excellence, risk management, and innovative solution development, with a focus on leveraging Agile methodologies for improved delivery efficiency. I am dedicated to maximizing value for organizations by enhancing project outcomes, optimizing resource allocation, and ensuring alignment with business objectives with deep understanding of Profit and loss My proven leadership and strategic insight position me as a valuable asset to any employer seeking to drive growth and operational success.

WORK EXPERIENCE



Dec 2011 – Present

ORACLE India Pvt. Ltd. (Consulting GSC India)

Throughout my career, I have consistently demonstrated my ability to lead complex projects and drive substantial results in program delivery and management. My expertise spans various high-stakes initiatives, where I have achieved remarkable outcomes, including:

- **Customer Satisfaction:** Achieved 95% customer satisfaction through comprehensive end-to-end project oversight and timely delivery across high-stakes projects.
- **Revenue Growth:** Generated an additional \$10M in revenue over four years for TPG (formerly VHA Australia) by implementing strategic account farming and BSS/OSS transformations.
- **Successful Implementations:** Led a \$5.5M Oracle BRM implementation, managing a team of 25 consultants and subcontractors, resulting in high resource utilization and significant project success.
- **Enhanced Delivery Capabilities:** Improved delivery timelines by 25% on a \$2.5M VoIP project for Nextiva through strategic resource management and proactive risk mitigation.
- **Client Relationship and Stakeholder Management:** Successfully managed relationships with C-level executives, driving a \$3M revenue increase by strategically expanding accounts and leveraging upselling opportunities.
- **Innovative Solutions Development:** Developed a cutting-edge NFV orchestration solution for Juniper, enhancing multi-vendor integration and improving software development efficiency by 40% using Agile methodologies.
- **IT Transformation Leadership:** Managed a \$9.82M IT transformation project for Bell Canada, ensuring successful delivery and implementing effective operational handovers and change management processes.
- **Smart City Project Management:** Oversaw a \$2.75M Smart City project, achieving 95% adherence to delivery standards through the establishment of Work Level Agreements (WLAs) and improved reporting processes.
- **Operational Excellence:** Achieved 98% SLA compliance in OSS delivery at Du Dubai by streamlining operational performance and optimizing Change Request processes.
- **Team Performance Optimization:** Spearheading initiatives to enhance team productivity, streamline workflows, and foster a high-performance culture.
- **Continuous Improvement:** Implementing feedback-driven strategies to improve team performance and achieve key performance indicators (KPIs) consistently.

Recognized as Top Program Manager at Oracle for exceptional contributions in Q2 FY14 & FY15.

GROWTH PATH:

Consulting Practice Director | Sep 2021 – Present

Currently, as the Consulting Practice Director, I set the strategic direction for the consulting practice, ensuring alignment with Oracle’s broader business goals. The focus is on talent acquisition, operational efficiency, and financial management, while cultivating a high-performance culture. My leadership is critical in navigating complex client relationships and driving successful project outcomes.

Key Achievements:

- Spearhead the expansion of the Orchestration Consulting Practice, driving a 15% year-over-year revenue growth and scaling the team from 80 to over 150 consultants.
- Successfully launched the Orchestration Consulting Practice, establishing a reputation for technical excellence and client satisfaction.
- Achieved consistent revenue growth and maintained high resource utilization rates across projects, contributing significantly to Oracle’s profitability.
- Developed robust governance frameworks that improved project tracking and accountability, ensuring delivery excellence and client trust.
- Expanded a high-performing team from 80 to over 150 consultants across multiple regions, raising utilization rates from 75% to 92% and significantly enhancing overall delivery performance.

Consulting Practice Manager | Dec 2015 – Sep 2021

In this role, I took on greater responsibilities, overseeing a team of consultants and expanding Oracle’s consulting practice. was responsible for driving operational excellence and fostering a culture of continuous improvement. My strategic vision helped align consulting services with client business objectives, leading to enhanced service offerings.

Key Achievements:

- Increased project capacity by 30% while reducing delivery times by 20%, significantly enhancing operational efficiency.
- Led the expansion of the consulting practice, resulting in a 30% increase in project delivery capacity and revenue growth.
- Implemented mentorship programs that improved team performance and reduced employee turnover by 15%.
- Streamlined processes and developed best practices that enhanced project efficiency, leading to a 20% reduction in delivery times.

Managing Principal Consultant | Dec 2011 – Dec 2015

As a Managing Principal Consultant, was pivotally leading complex consulting engagements for Oracle’s diverse clientele. In the role was involved in assessing client needs, designing tailored solutions, and ensuring their successful implementation. I managed cross-functional teams to align project objectives with client expectations, resulting in high satisfaction rates.

Key Achievements:

- Successfully delivered multiple high-stakes projects, enhancing client operations and driving efficiencies.
- Developed strong relationships with key stakeholders, leading to increased repeat business and referrals.
- Contributed to pre-sales activities by crafting compelling proposals that showcased Oracle’s capabilities, winning significant contracts.

PROJECTS AND ROLES HELD



Consulting Practice Director

Role Focus: Built and led a high-performing Orchestration Consulting Practice.

Responsibilities:

- Recruited top technical talent and develop specialized teams to enhance technical depth and customer engagement.
- Scaled delivery capabilities and manage resource allocation to optimize project outcomes.
- Ensured financial performance, including P&L oversight and revenue forecasting, while identifying new business opportunities.
- Established and maintained governance frameworks, providing regular updates to stakeholders.

End-to-End Program Delivery Manager

Role Focus: Drove successful project delivery and customer satisfaction across various initiatives.

Responsibilities:

- Coordinated project planning and resource estimation with cross-functional teams.
- Facilitated on-time project delivery through regular reviews and effective communication with all stakeholders.
- Managed project financials and ensure alignment with budgetary constraints.

Key Projects:

- **TPG (VHA Australia):** Directed the BSS/OSS transformation, enhancing business processes and generating significant revenue post-implementation. Spearheaded BSS/OSS transformation for TPG, driving substantial revenue growth and enhancing operational efficiency.
- **PCCW_SPTel Singapore:** Oversaw a complex BRM implementation project, successfully managing a blended team of consultants.

Offshore Program Manager

Role Focus: Managed delivery teams to achieve project goals while maintaining operational efficiency.

Responsibilities:

- Ensured effective staffing and resource utilization across various projects.
- Developed comprehensive project documentation and maintain clear communication of deliverables.
- Identified and mitigate project risks proactively.

Key Projects:

- Bell Canada: Led a major IT transformation initiative, managing a diverse team and ensuring successful delivery within scope and budget.
- NEXTIVA: Implemented a BRM solution for enterprise VoIP services, enhancing service delivery through effective team management.

Solution Manager (NFV Orchestration)

Role Focus: Spearheaded the development of NFV orchestration solutions for network applications.

Responsibilities:

- Designed and implemented end-to-end solutions for multi-vendor environments, leveraging advanced orchestration technologies.
- Collaborated with internal and external teams to ensure seamless integration and deployment.

OSS Delivery Manager (ITMS Du Dubai)

Role Focus: Oversaw OSS delivery management for high-stakes projects.

Responsibilities:

- Led operational planning and manage SLA compliance across projects.
- Drove process improvements and ensure effective communication with clients and stakeholders.

PAST EXPERIENCE

**Technical Project Manager | IBM India Private Ltd | Sep 2008 – Oct 2010**

As a Technical Project Manager, directed the planning and execution of complex IT projects. I coordinated cross-functional teams, maintained stakeholder communication, and ensured project deliverables were met on time and within budget. Leadership led to improved project outcomes and strengthened client relationships, positioning IBM as a trusted partner.

OSS Solution Manager | Tech Mahindra Ltd | Oct 2006 – Sep 2008

In this position, was responsible for designing and implementing Operations Support Systems (OSS) solutions for telecom clients. Analyzed client requirements, developed tailored solutions, and guided implementation teams to ensure successful project execution. The contributions helped enhance the client operations and drove business growth.

Senior Engineer Telecom | Areva T&D Systems India | Jun 2002 – Oct 2006

As a Senior Engineer, played a key role in the design and deployment of telecommunications systems. Collaborated with project teams to ensure technical specifications were met, contributing to the successful delivery of projects. My expertise in system integration and troubleshooting improved overall project efficiency.

Senior Engineer Telecom | H F C L (International Division, Gurgaon) | Sep 2000 – June 2002

In this role, contributed to the development and implementation of telecom solutions for international clients. The responsibilities included system design, project coordination, and technical support. My ability to bridge communication between technical teams and clients ensured the successful execution of projects.

Assistant Manager | Hyundai Unitech Electrical Transmissions Ltd | Apr 1999 – Sep 2000

As a Site Engineer, managed on-site operations for electrical transmission projects. Oversaw construction activities, ensured adherence to safety standards, and coordinated with contractors to maintain project schedules. Hands-on management contributed to the successful completion of projects within budget and timelines.

Site Engineer | Cobra S.A. | Feb 1997 – Jan 1999

In this position, was responsible for on-site project execution and monitoring. I worked closely with engineering teams to ensure quality control and compliance with technical specifications. My proactive approach to problem-solving facilitated smooth project progression and enhanced client satisfaction.

ACADEMICS & CERTIFICATIONS



- ❑ MBA (Marketing) from Amity Business School, Noida in 2011
- ❑ B.E. (Electronics & Telecom) from PUNE University in 1997
- ❑ Certified ScrumMaster®
- ❑ ITIL® FoundationV3
- ❑ Certified Oracle Level 3 PM
- ❑ PMP Trained