**PRATIMA KOMATREDDY**

**Contact Details: +91-901 448 3650 & Email: pratimakomatreddy@gmail.com**

**PROFESSIONAL PROFILE**

* 9+ Years of experience in **Telecommunications, which includes Project Management, Customer Relationship Management, Risk Management, Technical crisis Management, Stakeholder Management, Solutions for organization Growth, Good Experience in Operations and Service Delivery.**

**CORE COMPETENCIES**

* Possesses in-depth knowledge about Project Management, Critical Incident & Problem Management, Change Management and Vendor Management
* Complete understanding and application of industry practices, principles, theories, concepts, and standards.
* Deploying Infrastructure Projects/Network Projects and Transformation Projects
* Responsible for Project Planning, Cost Monitoring, Milestones, Deliverables and customer signoff.
* Identifying risks, defining quality parameters and performing relevant Lessons learned.
* Monitor progress of the project and make adjustments as necessary to ensure the successful completion of the project.
* Addressing the queries of the team and delegating the authority to develop up to required standards.
* Preparation and circulation of Periodic Project Status Reports (including risks and issues) and Creating Monthly status report and submitting it to top management team.
* Excellent communication and inter-personal skills with proven abilities in resolving Data Related issues
* Customer satisfaction and organization revenue enhancement.

**ACADEMIC PROFILE**

* B. Tech in Electronics and Communication Engineering (ECE)

**WORK EXPERIENCE**

* **Presently working as Manager- Projects in Efkon India Pvt Ltd since Sep’2019 till date**

**Roles and Responsibilities**

* Project Management for new customer acquisition involves understanding customer technical requirements along with the business team and working on customer expectation from the order inception.
* Negotiating SLA’s (Service Level Agreements) with clients/vendors and ensuring its compliance with regard to project progress and completion within specified and delivery within schedule
* Project deployment- plans ,schedules, monitors all the activities related to project
* Interaction with planning and deployment team to ensure that team attends the planned schedules
* Interaction with internal and external stake holders to make site operational
* Regular meetings with Clients and review with internal and external stake holders for measuring project criteria
* **Worked as Service Manager in Reliance Communications from May’15 to Sep’2019**

**Roles and Responsibilities:**

* Responsible for customer complete Life cycle management.
* Revenue enhancement and customer satisfaction
* New customer acquisition involves understanding customer technical requirements along with business team and working on customer expectation
* Analyzing customer requirement and proactive measures taken to improve Business
* Customer service delivery, continuous development and improvement of provider services in accordance with targets/ objectives included service plans
* Project deployment plans ,schedules, monitors and reports on activities related to project
* Responsible for all critical incidents and drive till the closure of the issue by providing periodic updates to customers and internal stake holders.
* Responsible for resolving incidents within committed SLA
* Predisposed to complete any change request from customer
* Accountable to get links stabilized by checking alternate options
* Implementing Service Improvement plans to enable hassle-free customer services
* Involving with cross function teams to reach customer satisfaction.

**ACHIEVEMENTS**

* Awarded as “BEST SERVICE MANAGER”
* Received multiple appreciations from ISP’s and customer for timely support

**Worked as Project Manager in TATA Communications Payment Solutions Ltd (TCPSL)from June’14 to April’15**

**Roles and Responsibilities:**

* Project Management for new customer acquisition involves understanding customer technical requirements along with the business team and working on customer expectation from the order inception.
* Negotiating SLA’s (Service Level Agreements) with clients/vendors and ensuring its compliance with regard to project progress and completion within specified and delivery within schedule
* Arranging field teams for cross check of new sites and then takeover of new sites as operational sites
* Project deployment- plans ,schedules, monitors all the activities related to project
* Interaction with planning and deployment team to ensure that team attends the planned schedules
* Interaction with internal and external stake holders to make site operational
* Ensure team to attend assigned plan with respect to different portfolios
* Analyses project progress/costs and facilitate the development of recommended alternatives.
* Acting up on calls based on concerned issues (VSAT / Machine related issues/ Electrical …)
* Weekly Presentations and review calls with Higher management
* Regular meetings with Clients and review with internal and external stake holders for measuring project criteria

**TATA Communications Limited (Formally called VSNL). Hyderabad.**

TATA Communications Limited (Formally called as Videsh Sanchar Nigam limited), first telecom service provider in the world to get the prestigious TL 9000 certification, is India's leading provider of International Telecommunications and Internet Services.

**Worked as Project Manager in TCL from Nov 2010 to Nov 2013**

**Roles and Responsibilities:**

* Project Manager responsible for End to End Service Delivery for various data and voice services
* Daily coordination with service providers & vendors for the last mile deliveries across India.
* Complete ownership of the last mile delivery & follow up with relevant functions till closure.
* Weekly Review meetings with service provider to ensure the TAT is being maintained and the Minutes of the Meetings to be shared to the management.
* Taking Feedback from internal stake holders on the expedite request and enable to meet the customer expectations.
* Updating the status of links in SD portal on regular intervals, analysis of the circuits to be share with the Internal Share holders for discussion and isolating any Single Point of Failures.
* Handling major projects like ESIC, Indian Overseas Bank, FEDERAL BANK for the deliveries on TULIP last miles across India.
* Delivering 100-140 circuits every month with coordination of TULIP and SIFY.
* Coordination with internal departments like IP Provisioning, Data Transmission and Back end teams for providing necessary resources to customers
* Obtaining permissions, rental agreement from landlords for the installation of poles and masts for ESIC project across India.

**Worked as “Project co-ordinator” in Tulip Telecom Ltd from 2nd Feb 2009 to 5th Nov 2010**

**Roles & Responsibilities**:

* Coordination with internal departments like NOC teams, provisioning teams, program managers for providing necessary resources to customers.
* Evaluation, survey, planning, installation & commissioning of various services (i.e. VPN & ILL etc.) to corporate customers.
* Co-coordinating with corporate customer like Tata Communications, Aditya Birla, Uninor, ICICI ,HDFC etc and providing the updates of ongoing deliveries (Via mails / calls) on day to day basis.
* Good understanding of technology with excellent ability to learn new technologies and using it for the best possible solutions leading.
* Commissioned 800+ customers in AP region.
* Co-coordinating with RF engineers & get resolved for NON feasible locations & recommending Antennae Tilt and Azimuth verification at all locations.
* Migrating existing P2P links to fiber to enable hassle free services to customers. Where there is service impact with RF interference.
* Identifying the Problematic Areas and resolving interference issue for RF Circuits.
* RF Parameters verification, Optimization of new sites, Drive test and log file analysis, Suggestion to change the Tilt, azimuth, power etc. based on drive test analysis.
* Maintaining RF database and updating portal on daily basis.
* Attending weekly & monthly reviews with internal Teams to meet the business requirement.
* Responsible for complete client satisfaction.
* Maintaining Data base & issuing material to all locations of AP region.
* Provisioning new links, up gradations, degradations for existing customers.

**VALUE OFFERED**

* Working with a Connectivity Solutions Provider has enabled me to gather implementation and troubleshooting experience of a variety of networking scenarios which has enabled me to attain expertise in various cross functional areas.
* Established huge VPN projects of ESIC, Indian overseas bank, AGA publications in coordination with Tata communications Ltd.
* Established internet connectivity to Customers like Uninor, Fernandez hospital, Indo American, Etc.

**ACHIEVEMENTS IN TULIP TELECOM**

* Rewarded as “BEST TULIP EMPLOYEE OF THE YEAR 2009 (PAN INDIA)” from Tata Communications
* Received multiple appreciations from many customers for commissioning the circuits in time as per their business requirement.

**PERSONAL DETAILS**

* Date of birth : 31-03-1987
* Address : H.No: 2-3-287/1,Sainagar colony, Road no 5,Nagole,Hyderabad

**(PRATIMA)**