# Shailender Malhotra

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**Program Management/ Service Delivery Management***●* ***Telecom Operations***

***Global Program Management*** *●* ***Telecom S/W Implementation*** *●* ***System and Business Analysis*** *●****Testing***

## ------------ Experience Summary --------------

* A global professional with 17+ years of experience in multi-national IT Services and Consulting companies in Project Manager and Service Manager roles, mainly in the Telecom domain
* Responsibilities span from leading (a) a 50+ team as Service Delivery Manager for IBM, (b) Project Manager in Wipro leading three projects simultaneously for foreign clients with an 18 member team for Wipro Limited to (c) leading 37 resources managing UAT as an Onsite Testing Manager for Optus, a global Telecom Operator
* 15 months of Onsite experience leading global teams in (a) Sydney, Australia for Optus (b) Broomfield, CO, for LEVEL3 Corporation Ltd., a US based telecom & internet service providers (c) Paris, France for CapGemini
* Over 17 years of experience with the IT Telecom operators and consulting IT companies with specialization in Telecom OSS/BSS skills in both Service Fulfillment and Service Assurance projects
* As Project Manager, successfully delivered 10+ large projects, each with a minimum team size of 15 people, for several international clients with client ratings of 4.0/5 and above, always.
* In IBM, promoted to Service Delivery Manager from Sr. Project Manager within a span of just 6 months (normally it takes 2+ years). I was made responsible for the entire service delivery for Vodafone Ltd. in the Western region
* Received special recognition award from Wipro’s Executive Management for tactfully and successfully negotiating a US$ 20M deal with UNINOR on behalf of WIPRO Limited.
* I have certificates in (a) Dr. Edward de Bono’s Six Thinking Hats Tool (b) ‘High Impact Presentation Skills’ and (c) ‘The Seven Habits of Highly Effective People Training’
* Other than the experience mentioned above, I have at least 2 years of experience in the following roles as well:
* New customer pitch through client presentations and offering business solutions.
* Consulting in solutions design to the clients.
* RFP response solution & documentation
* Recommending / coming up with new consulting services for establishing leadership in Consulting
* Understand customer requirements and offer end-to-end inputs on the technical architecture and design of the project.
* Testing in Production / Test environment

## ------------ Professional Experience --------------

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| **Organization** | **Designation** | **Duration** |
| Own Vodafone Customer care and taking guest lectures in Institutes | Self Employed | 04/2012 -  |
| IBM India Ltd. | Service Delivery-Manager | (04/2010) – (02/2012) |
| WIPRO Technologies | Project Manager | (08/2005) – (04/2010) |
| Idea Cellular Ltd., New Delhi | Manager (IT) | (01/2003) – (07/2005) |
| Satyam Computer Services Ltd. | System Analyst | (12/2000) – (12/2002) |
| Fascel Ltd. , Ahmedabad (Vodafone) | Manager (Billing ) | (04/1999) – (11/2000) |
| Koshika Telecom Ltd., Delhi | Assistant Manager  | (09/1995) - (03/1999) |

## Own Vodafone Customer Care and Mentoring & Teaching Mar. 2012 – present

* Started my own Vodafone customer care & collection centre at DELHI/NCR.
* In Addition to my own business venture I have been teaching as a guest lecturar at number of technical Institutes in and around DELHI/NCR as having rich experience in working with Telecom domain Industries and S/W products used in the Telecom Industry.

## With IBM India Pvt. Ltd Feb. 2010 – Jan. 2012

**Solution Architect & Delivery Head: MTNL India Ltd.,Delhi (March 2011 –Oct 2011)**

Solution architect and delivery responsible for Revenue assurance (RA) with the third vendor party Xalted.
**Service Delivery Manager at (IBM India Ltd – Jaipur) (04/2010 – 01/2011)**

* Headed the Technology Services function. Ensuring IT service delivery in the areas of Applications, Infrastructure, Call centre technology, Business continuity, IT security. Enabling innovations and automations in line with business requirements; part of Executive Committee and to support business decisions. Preparation of IT Annual Operating Plan (AoP both Capex and Opex) for the circle. Work towards cost saving initiatives.
* Close engagement with business, Automations & Innovations. CSMM (Customer Satisfaction Measurement Matrix) score improvement.
* Engaging with partners to ensure SLA delivery. Grooming the own team to take on the next level. Ensuring quality drive (six sigma project) to eliminate wastages.

## WIPRO TECHNOLOGIES Apr. 2005 – Feb. 2010

**WIPRO Uninor BSS Project Implementation (May 2009 – Dec 2009)**

Pre-Sales , Initial Project Scoping , Implementation of Centralized Fraud Management Solution, Revenue Assurance , Interconnect & Billing Solution for Unitech an Indian Operator with a Team of 20 resources.

**Solution Architect with Project Delivery & Testing Manager (for Optus Systems)**

* Initial Project Scoping with Requirement gathering
* Product Vendor Evaluation based on Client Functional requirements
* As a Solutions Architects decide which technologies to use and work very closely with developers to ensure proper implementation.
* Solutions Architecting in terms of cross-domain, cross-functional integration
* Effort estimations in terms of resources, cost and time
* Project Plan and Implementation strategy planning.Processes with Interface requirements and functionalities documented.Project management for Time Cost and Resource optimization
* Developed and maintained vendor relationships within the solution offering.

**Aircel Transformation Billing Implementation & Operations Head (Nov 2008 – Feb 2009)**

Billing Production, Transition and support operations for Billing, Mediation & Provisioning , RA & FMS for centralized architecture and Prepaid Telecordia system with team of 30 resources.

**Testing & Operations – Manager**

* Process management, Configuration & parameterization of Billing Operations to managing all Billing system Modules.Interface and coordinate tasks with internal and external technical resourcesCollaborates with Project Managers and technical directors to provision estimates, develop the overall implementation solution plan, and serve as a lead, as required, in the implementation of an engagement overseeing the installation, customization, and integration efforts.
* Operations management for Provisioning and Mediation Systems
* Training for Knowledge transition within Team for managing better workflow and productivity
* Documentation and interface with various cross functional teams
* Provide feedback to Client team on project progress and issues.
* Preparation of Standard operating procedures(SOP) for each function operations

**Level3 Applications Production Support (US- Broomfields LEVEL3 HQ) (sep 2007-Mar 2008)**

Production Support for Vyvx and Telecom Domain Application Vyvx is a group of applications that is being used by Level(3) Communication. In Telecom Domain Production Support was provides for Network Strategies , Usage Processing and Prepaid Applications

**Project Manager & Solution Architect**

* Lower level design and approach to match the higher-level architecture for the solution to be cohesive
* Integrating various parts of the solution into one cohesive network that solves the larger problem and ultimate responsibility of making technologies work together
* As SA responsible for ensuring that applications meet the functional, performance, cost constraint and technical operations requirements as established by the design documentation.
* Training for Knowledge transition within Team for managing better workflow and productivity
* Documentation and interface with various cross functional teams
* Provide feedback to Client team on project progress and issues.Review and evaluate solution results with Client core Team.
* As Solutions Architect responsible for cross-domain, cross-functional and cross-industry integration

**Mobile-VPN Business process & Telecom System UAT (Australia) (Jan 2006 – May 2006)**

This project was conducted for Optus System Pty. Ltd (Australia).The aim of the Mobile-VPN program was to deliver a replacement for the existing Mobile BNE (fixed-line) product by May 2005. The replacement product is expected deliver on the following key outcomes: 1. Deliver a fully flexible and enhanced feature set that will help differentiate Optus from the competition, generate customer loyalty, boost ARPU and satisfy an ever-changing market demand for cost control and improved communications 2. Offer the scalability to meet growing demand for the future 3. Enhance and complement the existing Wire-line BNE product suite Scope of MVPN UAT thoroughly spans from testing that Optus business requirements are satisfied. In addition to that we have to consider that Technology is functioning according to business process requirements (Procedures and Workflow).

**Testing Project Manager**

* Provide details of the approach to conduct the UAT testing pertaining to Mobile-VPN that is being conducted as part of the Mobile-VPN Programme
* Define the various phases of testing.Define the high level scope
* Define the environment requirements.Develop UAT Test Objective Matrix (TOM)
* Obtain related signoff/approvals from business leads as required
* Conduct or assign resource to perform test execution and capture results
* Identify data requirements for test cases.Raise Incident Reports based on testing

## Idea Cellular Ltd, New Delhi (Manager IT) Jan. 2003 – Jul. 2005

Responsible for all Telecom Application IT Operations, implementation, development of surround solutions and business users requirement understanding. Extensive Billing system, Fraud management systems and Mediation operations and Prepaid Billing system (Telecordia) configuration management experience.

## Satyam Computers Ltd (System Analyst) Dec. 2000 –Dec. 2002

* Extensively worked in the area of Billing System Consultation and Training and development with building up competency within the organization
* Building the competency for Portal Infranet and ISP Billing system from operational, administrative, configuration and development perspective

## Fascel Ltd (Vodafone), Ahmedabad: Manager (Billing) Apr. 1999 – Nov. 2000

Implementation and Operations of BSCS Billing system

## Koshika Telecom Ltd: Assistant Manger Sep. 1995 – Mar. 1999

* Telecom Billing system with the Vendor with training by Alcatel in France. Responsibilities were for smooth Operations and to parameterize the software.
* Completely Responsible for Initial Study, Design, Coding and Implementation
* Optimizing Tariff rate structures (Optimal routing)
* Responsible for successful Acceptance, Implementation and Configuration of the Billing Software Package

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## ------------ Education --------------

* M. Sc. (Computer Science)
* B. Sc. (Mathematics) NIIT: GNIIT S/W Diploma