

NITIN GUPTA

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CAREER OVERVIEW

1. **Over 9 years 6 months** of cross functional experience in Corporate Strategy and Planning with proven expertise in Enterprise Performance Management.
2. Deft in Creating & Enhancing Processes, Evaluation & Merit Rating of Business Processes, Business Consultancy and Competitive Analysis
3. Expert in Business Solution Designing, Planning, Integration, Implementation, Quality and Operations Management.
4. Handled Cost Optimization and Change Management Projects.
5. Executed Productivity Improvement Projects and Time Management projects using management tools like Lean six sigma, Pareto Analysis, Fish Bone Diagrams and Brainstorming Sessions.
6. Expert in Program Management, Project Management, Top Management Interaction & Negotiation, Corporate Strategic Planning and Business Audits.
7. Conducted Customer and Operational Experience Surveys, Internal and External Business Process Audits and Belt Projects for Financial and Operational Savings
8. Excellent in Planning, analytical, problem solving, multi tasking, decision making, documentation and interpersonal skills.

CAREER CONTOUR

Since Sep'09 with Nokia Corporation / Nokia Solutions Networks / Nokia Siemens Networks as a Manager – Strategy, Planning & Performance Management

Responsibilities

☉ **Strategy, Planning and Business Performance Management - for Global Services**

- Plan and develop Annual Business Strategy in collaboration with Customer Teams and Business Lines.
- Execution and governance of long term and short term strategy yearly plan
- Develop Year Term Plan to align with Organization's goals and objectives
- Communication of Business Performance Report to Executive Board
- Define, facilitate and drive Performance and Quality KPIs (definition of KPI, target setting, G-Y-R corridor, specification limits, control limits)
- Prepare and participate in Business Performance Review along with Business Head
- Governance of Quality Performance Scorecards, Dashboards and periodic Quality Reports
- Responsible to establish and conduct Customer and Operational Experience Surveys for targeted customers/projects, identify systemic issues in global services portfolio/delivery and track/support improvement initiatives
- Review, prioritize, and escalate top customer issues via Qcard (Watch list)
- Organize global deep dive meetings and monitor related actions for top customer issues
- Deploy Quality Practices and Initiatives for continuous Improvement in regions and business lines.
- Lead/Support Annual Internal/ External Audits (ISO9001, TL9000, ISO14001, OHSAS 18001, ISO 27001) based on qualification/ certification
- Additional responsibility to lead/ support Lean Six Sigma Belt Projects for operational and financial savings methodology

☉ **Business Performance and Services Management - for Leading Telecom Customers viz. a viz. Bharti, Vodafone, Idea, Tata Teleservices, Aircel and Uninor.**

- Manage an end to end Database for Network Elements for 38 Managed Services Circles Pan India.
- Real time monitoring of performance of Managed Services Circle Teams using online tools.
- Define key performance indicators for Circle teams and support in its target planning and setting.
- Address critical customer issues through collaboration with business units/Product Line/R&D.
- Coordinate with Circle Heads of all 38 Managed Services circles pan India for the expansion Plans in their respective networks.
- IT Cost Analysis for all 38 MS India Circles viz a viz encouraging usage of ECOS- low cost email package solution for corporate. @ 2.9 Eu per month per employee.

- SPOC for building and maintaining the Configuration Management Database (Installed Base) of Network Details for Access/Radio, Core, NMS network elements viz a viz BTS, BSC, HLR, MSC, Intelligence Networks, SGSN, GGSN, ad commander, Net Act.
- Coordinating and Managing IT Details for 6000 Managed Services India Employees Asset details.
- Alignment of resources/Resource Management for all 38 MS India Circles i.e. Employees mapping based on Competency Analysis and Organizational capability management.
- Responsible for hiring and staffing activities in accordance with documented policies and procedures in sync with business requirement for all MS India Circles and National teams.

➤ **Consulting and Business Solution - Planning, Design and Implementation**

- Network Design, Planning and Project management for BSS Product line viz. Intelligent Networks, C@O Premium, C@O Select, C@O Unified, C@O, IP Dispatcher, Load Balancers, NetAct and Backup and Restore Systems for Customer Projects in India region.
- SPOC for Planning, coordinating, controlling, negotiating and decision making with Solution Architects, Sales Team, Project Managers (PM/CPMs), Program Managers, Quality Management team (QM), Staging & Installation team and Customers for Project deliverables.
- Creation of Standard Configuration Guides, Generic and Product specific Planning manuals and templates.
- Understand the technical requirements from Telecom Service providers/ other customers and design, plan, develop, integrate a solution (H/W, Network, SS7/ Sigtran) based on their requirements.
- Provide Product Support and effort estimation for Project deliverables w.r.t. time and cost.
- Do Site Survey and prepare Site Survey document/s to understand the site status/requirements. Recommend Project Management/ Customer for all the preparations/changes to be done so as to accommodate the upcoming solution.
- Prepare, present and finalize a Systems/ Network/ Engineering/ Site planning/implementation proposal/document/s viz. DNP, EPF, SDF, ISTD, Realization scheduling.
- Plan the IT Integration Realization document containing implementation pre-requisites, configuration files, implementation scheduling, and test-cases.
- Do network audit of the existing live network, prepare N/W audit document and propose the customer the changes based on best IT Integration business practice.
- Perform Quantitative Performance Management for the team members by conducting fortnightly review meetings and brainstorming sessions
- Managing Project tracking tool involving real time monitoring of operations.

Notable Highlights

- Got Appreciation Reward as an accolade for excellent performance by Head of Managed Services, Nokia Siemens Networks.
- Got Employee Performance Rating as "Outstanding" for consecutively 2 years, highest among the rating categories.

PREVIOUS WORK ASSIGNMENTS

May'08-Sep'09 with Mahindra Satyam, Hyderabad as Team Leader - Corporate Strategy & Enterprise Performance Management (EPM) Group
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Key Projects Handled

➤ **Performance Management of Finance, Legal, Secretarial, Corporate Services, and Marketing Divisions of Organization**

- Real time monitoring of performance of intrinsic business units of organization using EPM tool.
- Define key performance indicators for business units and support in its target planning and setting.
- Conduct monthly review meetings and measure performance of each business based on targets and actual values of KPIs.
- Conduct brainstorming sessions to improve performance of business units and aid in target resetting.
- Future Forecasting, Estimation and Proposition of Critical and Mandatory performance indicators for business units according to corporate strategy for FY10.

➤ **Time Management and Organizational Design & Development**

- Conduct Monthly/Quarterly surveys and address feedbacks of all business leaders with regard to proper Time Management.
- Conduct work flow analysis and identify bottleneck processes that are root cause for improper time management, utilizing management tools like Pareto analysis; fish Bone diagrams, brainstorming sessions.
- Facilitate six sigma projects for overall process improvement. E.g. invoicing process, travel process, Resource fulfilment process.
- Design overall operational structure of organization in terms of Horizontal, Vertical and Support business units.
- Facilitate OD through themes like Thought leadership, Brand ambassador, Innovation, Recruitment, Forums, T&V, Quality audits, six sigma, business events.

🕒 **Testing, Validation & Governance of all Service Offerings and Processes of organization**

- Create framework for capturing the accurate information regarding performance of business units (Testing and Validation Checklist, Modus operandi, results dashboards and presentation).
- Business Analysis of all service offerings and processes. i.e. analyzing each business in terms of its North Star (key objective), Benchmark, and Competition, Cost Optimization and profit earning capability for Satyam. (validate RFPs status, manpower utilization, project maturity study)
- Consultancy and business advisory to all business units across organization through constitution of forums akin to Board of Directors for each business.
- Enterprise risk management of each business unit using enterprise risk assessment model.

🕒 **Satyam Crisis Management**

Satyam Crisis management team was build to proactively deal with unprecedented events and based on key objectives: Business continuity, Cost Optimization and Customer retention.

- Reduce Non personal Cost through - Marketing Expense optimization, Infrastructure Expense optimization and Training expense optimization.
- Address customer issues and resolve critical issues through collaboration with business units.

Notable Highlights

- 🕒 Got 100% performance reward for time Management projects.
- 🕒 Improved Invoicing, Resource Fulfilment and Travel reimbursement Processes.

Mar'05-Mar'06 with Hero Cycles Limited, Ludhiana as Senior Engineer

Key Projects Handled

🕒 **New Line Setup for Decathlon (France)**

- Designed, organized and set up new Operations facility below budget and ahead of schedule.
- Developed project plan and analyzed project feasibility through cost benefit analysis.
- Managed financial aspects, including project budget, Cost control and process engineering.
- Manpower Planning and their allocation to project, using resource fulfilment methods.
- Calculated infrastructural and technology requirement according to project plan.
- Provided executive management with documentation of projects progress.
- Developed processes for operation using organizations standardized process development methodology.
- Standardized working Norms according to industrial standards benchmarking to Chinese market.
- Identified and created best practices and standards to maintain quality.
- 🕒 Productivity and performance improvement initiatives including six sigma projects, quality function deployment and kaizen activities.
- 🕒 Production Planning and Control management activities of organization.

Notable Highlights

- 🕒 Given Pat on the Back for managing project cost and project timing.

Jun'03-Mar'05 with Motherson Sumi Systems Limited, Noida as Process Engineer

Key Projects Handled

➤ Research and Development projects

- Collaborate with Customers to understand their requirement in terms of product design.
- Adapting customer requirement into organizations standardized terminology.
- Brainstorm and design model to fit customer requirements using simulation modelling techniques.
- Prototype Testing and reengineering to get best fit as per customer requirement.
- Maintain documentation of designs and models for standard prototypes.

➤ Performance and Productivity Improvement Projects

- Process improvement according to Maruti Production system (MPS) in accordance with TPS.
- Time and Motion study and work flow analysis of the process and elimination of idle time.
- Implemented Kanban Cards System for stream line process flow to achieve minimal inventory in lines of Just in Time methodology.
- Implemented kaizen activities for continuous improvement like poke-yoke Japanese technique for defect identification.

Notable Highlights

- Implemented Kanban Cards System for smooth Process flow and maintaining minimal inventory.
- Improved operation cycle times resulting in monetary savings of 50 lakhs to organization.
- Awarded star performance reward and increment of 50% after first year of service.

ACADEMIA

MBA in Finance & Operations from ICAI Business School, Hyderabad in 2008 with 8.00 CGPA.

B.Tech. in Industrial Management from Dr. B.R. Ambedkar National Institute of Technology, Jalandhar, in 2003 with 75%.

HSC from CBSE in 1999 with 73.8%.

SSC from CBSE in 1997 with 79%.

Professional Certifications

- NSE Certification in Financial Markets – Financial Markets, certified by NSE.
- NSE Certification in Financial Markets – Derivatives Markets (Dealers), certified by NSE.
- Pursuing Project Management Professional (PMP) Certification

SELF ENHANCEMENT PROGRAMS

- Summer Internship Program – **Company: Tata Consultancy Services Limited**-Banking Division (during MBA): "Merger & Acquisition in Banking Industry": (i) *Present trends and Rationale behind M&A's of banks world wide.* (ii) *Performance Assessment Study: Using Accounting Data of Balance sheet prior to merger and post merger.*
- Risk & Return Analysis including Beta calculation for Dow Jones's (NYSE) top 10 companies.
- Fundamental Analysis (EIC Approach) of Indian Automobile sector (2 wheeler).
- Equity Valuation of a Telecom Company going for Strategic Corporate Restructuring (Merger/Acquisition) – A Deloitte Financial advisory services (FAS) Case study.
- Business research for Byrraju Foundation, a NGO for launch of new product in Hyderabad.
- 6 months industrial training cum project at Motherson Sumi Systems Limited, NOIDA, U.P. worked on "Productivity Improvement projects"

IT Skills

Operating Systems:	DOS, MS Win'95, 98, NT and 2000, XP, Solaris 2.6/7/8/9/10, Linux 6.x/7.x, UNIX
Package:	MS Office- Excel, Visio, Project, Auto-CAD2000, SAS, SPSS
Hardware:	Fujitsu Siemens PW1500/900/650/450/250 series, Cisco 2950/2960/3560/3750/4500 series L-2/ L-3 switches, Cisco 1800/2800/3600 series routers.

PERSONAL DOSSIER

Date of Birth:	13 th July 1981
Present Address:	C-57 FF Sector 33 Noida
References:	Available upon request