

**Piyanshu Aggarwal**

**Ph: (Mob) +91 8335815554 / 9711865501 Email: [aggarwalpiyanshu@gmail.com](mailto:aggarwalpiyanshu@gmail.com)**

---

### Professional Summary

As skilled professional with 7+ years of experience in PMO activities & Technical Deliveries of Telecom and IT industry in various roles such as Solution Integrator, Consultant, Analyst, Incident Management Specialist which includes responsibilities like governance reporting for top senior management, Provide consistent metrics to understand and improve business performance, both financial & productive growth, risk & issues management reporting, Technical project handling, process improvement activities and adherence to best ITIL standard process orientation

### Achievements & Rewards

- **Power Award in Ericsson:** For Designing Graphical User Interface (GUI) for capturing DATA, named as Data for Analysis, Tracking and Assurance Tool, provide quick view to top senior management for project tracking and benchmark decisions.
- **BT Reward Card:** Developed & Re-engineered ticketing tool to Auto ticketing for BATS project, reduce manual efforts and time for resources, results in increase productivity
- **Innovation recognition in Huawei:** Launch Auto updated database for PAN India MPLS nodes & Scripting for periodical health checkup in TATA Project, provide quick view of project progress and reduce daily periodic manual efforts
- **Spotted as innovator in Ericsson:** Launch a Macro base database in INFRA node for AIRCEL project provide better clear view for infrastructural needs and current utilization.

### Synopsis

#### **HCL Technologies LTD. - IOMC**

PMO (Business Line Infrastructure Offshore Maintenance Centre)

Working as a *Project Manager*: For Project Management Office (IOMC)

#### **Ericsson India Global Services Pvt. Ltd.**

PMO (Business Line Consultancy & System Integration)

Working as a *Solution Integrator*: For Project Management Office (CSI)

#### **British Telecommunication e-Serve (India) Pvt. Ltd.**

PMO (Business Line: Connect Application & Service Integration)

Working as an *Analyst*: For Bespoke Applications & Technology Services

#### **Huawei Telecommunications (India) Co (P) Ltd: (Contract)**

Services Designing (MPLS Network & Operations)

Worked as a *Network Engineer*: For TATA Teleservices Ltd.

#### **ERICSSON Global India Pvt. Ltd.: (Contract)**

GNOC Department

Worked as an *Engineer 1 Level assurance*: For AIRCEL, BARAKA (Salam phone)

#### **Relco Industries**

Testing & Fault handling Department

Worked as a *Technical Assistant*: Electrical Products PCB testing

### EDUCATIONAL QUALIFICATION

- MBA with specialization in Operation Management in 2015
- B.Tech with specialization in Electronics & Communication in 2011
- Prince 2 certified Foundation + Practitioner (GR634024540PA)
- ITIL foundation 2011 Certified with Certificate number (02858165-01-LC25)
- Cloud Computing Certified by HP with certificate number HL973S/04/15/01686
- CCNP switching Certified with cisco Id license (CSCO12144911)
- CCNA Certified with cisco Id license (CSCO12144911)

## WORK HISTORY

### HCL Technologies LTD. - IOMC (April 2016 – Present)

PMO (Business Line Infrastructure Offshore Maintenance Centre)

Working as **Project Manager**:

#### Responsibilities: -

- Global transition of projects from offshore to onshore of technologies such as Data center set up, Cloud Computing, MPLS
- Responsible for end to end project delivery of project act as a bridge between client aspiration to HCL solution delivery
- Business Development analytics & prepare financial data reporting presentation for top senior management results in appropriate management & governance of critical processes and delivery of projects
- Revenue assurance benchmarking for HCL technologies business line IOMC customers classified under domain such as Infrastructure division, Application development division
- Provide consistent metrics to understand and improve business performance, both financial and productive growth
- Analysis included details of business impact in terms of revenue increase: operational cost reduction (OPEX) & capital expenditures reduction (CAPX)s
- Tools used: Microsoft Project Planner, Microsoft Visio, excel, PowerPoint

### Ericsson India Global Services Pvt. Ltd. (March 2014 – April 2016)

PMO (Business Line Consultancy & System Integration)

Working as **Solution Integrator**:

#### Responsibilities: -

- Analyze & prepare financial data reporting presentation for top senior management (Director BL CSI) results in appropriate management & governance of critical processes and delivery of projects
- Revenue assurance benchmarking for Ericsson Business Line CSI telecom domains such as OSS, BSS, Core, TV & Media, Consulting, SI Cloud, Digital Services, Industry & Society
- Provide consistent metrics to understand and improve business performance, both financial and productive growth
- Analysis included details of business impact in terms of revenue increase: operational cost reduction (OPEX) & capital expenditures reduction (CAPX)s
- Designing excel dashboards and reporting complex organizational KPIs which results in ranking the CSI business among all regions across the world
- Design & engineered excel macros in approach to automate processes using VBA scripting
- Benchmark achieving analysis at different stages of project management life cycle model Prop C in terms, such as SDP3 (deal signing), TG2 (project execution), Actual (Payment received by project till date), PTE (estimation of cost required for ongoing delivery)
- Finding actionable business insights from data driven financial analytics, participate and contribute in strategic efforts in close collaboration with Ericsson geographic region divisions and global efforts teams leveraging pragmatic business insight
- Tools used: global chronus (Analytics tool), excel, PowerPoint

### British Telecommunication e-Serve (India) Pvt. Ltd

(June 2013 – Feb 2014)

Connect Application Service Desk

Working as **Analyst**:

#### Responsibilities: -

- Design excel dashboards and reporting complex organizational KPIs
- Analysis includes, current performance of network solutions provided to customer which present current performance view for top senior management and in setting up benchmarks for PM's
- Benchmark achieving analysis in terms of orders booked, net sales, cost of project running, unadjusted margins and customer project list payment backlogs.
- Identify and present, platforms for project managers which required continuous project engineer's efforts results in highlighting week points of network and create plan for desired solution to achieve stabilized network services for customer.
- Project coordination with project managers in reference to cost effective solutions.

**Huawei Telecommunications (India) Co (P) Ltd (Contract) (Oct 2012 – June 2013)**

**On payroll: Evolve Technologies & Services Pvt. Ltd**

Manage Services (Network & Operations)

Working as **Network Engineer:**

**Responsibilities: -**

- Analyze & resolve trouble tickets from Tier1 & Tier2 network support Team regarding **TATA MPLS network** nodes
- Trouble shooting issues related to private lease line provided to TATA enterprise customer
- Maintaining services of LAN, WAN, WLAN, POE, QOS & MPLS solution enabled Network.
- Configure and design route planning for network.
- Provide gateway as a carrier support to BSS sites, NSSmedia, STP links, signaling, O&M
- Configuration and migration of sites into appropriate NMS
- Hardware and software up gradation of Networks/NMS.
- Tools working on Solaria's, Linux, X-shell, putty, wire shark, HP-OVO, BMC remedy,
- Installation and Commissioning of new sites in MPLS network.
- Troubleshooting the Customer's problems and fixing them within SLA & WLA defined.

**ERICSSON Global India Pvt. Ltd. (Contract)**

**(June 2011 – Sep 2012)**

**On Payroll: Cad Tech Consultants Pvt. Ltd. & Manpower Resources Pvt. Ltd**

GNOG Department (Network & Operations)

Worked as **Engineer Front Office:**

**Responsibilities: -**

- Analyze problem and raise trouble ticket through BMC Remedy.
- To give technical support to remote engineers.
- Co-coordinating with various other groups for resolving the Customer's problem.
- Monitoring of sites through appropriate NMS (Radii, HP-OVO etc)
- Perform health check of switches & routers on daily routing basis
- Timely Escalation of problem as per escalation chart.
- Level 1 troubleshooting the Customer's problems and fixing them on time.
- Resolving end user problems
- Provide Support to Remote SITs

**Relco Industries**

**(May 2009 – June 2011)**

Testing & Fault handling Department

Worked as **Technical Assistant:**

**Responsibilities: -**

- Responsible for testing and defect handling of electrical products
- Coordinate with various department to deliver desired solutions in products
- Resolving end user problems
- Instrument used like Vernier caliper & screw gauge
- Timely Escalation of problem as per escalation chart.

**PERSONAL DETAILS**

---

Date of Birth:	18 <sup>th</sup> June, 1988
Fathers Name:	J B Aggarwal
Languages:	English, Hindi
Permanent Address:	A-5\324 Paschim Vihar New Delhi-110063
Pan Card No.:	ANBPA6196M
Passport No.:	K2353930 (Valid Up to 2022)