

## Vijayan Mukundan

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- **Experienced Project Manager**, with 12+ years of overall experience and 7+ years Project Management expertise in different phases of diverse technology IT projects for Fortune 500 Multinational clients in **Telecom** vertical.
- Excellent exposure to handling very huge and strategic accounts like that of **Reliance Jio** Infocom Limited (**RJIL**) and British Telecom (BT), while working on the rolls of **Ericsson** Global India Limited and **Tech Mahindra** Limited.
- Accomplished **Leadership experience** across Customer **Project Manager**, Project **Release Delivery and Deployment Manager**, **Project Management Officer** (PMO) roles.
- Expertise in managing Projects of different complexities, size, locations and categories - **Application Development, Maintenance and Support, Operations and System testing**.
- Certified in **PRINCE2**, (Certified Scrum Master) **CSM**, **ITIL** and (Harvard Manage Mentor) **HMM**
- Expert in **Agile** and **Waterfall** project methodologies and implementing best practices and standards like **CMMi, Scrum, ITIL, ISO** etc. across the Project and Organization alike.\*
- Strong experience in various **Project Management aspects** required for Delivery and Cost Management, Change and Configuration management, Quality and Defect Management, Issue and Risk management.
- Experience in steering and driving **multiple projects** within the Account towards successful paths by being part of Steering Groups, while simultaneously leading multiple Projects by self.
- Expertise in Managing core Project teams of **40+ members across various roles** and multiple Onsite/Offshore locations in India and abroad (e.g. United Kingdom/UK).
- Strong skills in **leading** and **creating collaborative teams** with members at different experience levels and roles like Application Development Leads, Operations and Production Support Leads, Solution Design , Testing and Core developers, **working together** for delivering large sized Projects.
- Strong **knowledge** of Time and Material, Fixed Price working models, Estimation techniques and tools (e.g. FPA) along with knowledge in domain areas like Service Fulfilment and Assurance etc.
- Excellence in **Business strategy** and client co-ordination skills, in aligning business goals of the clients with technology solutions delivered and thereby consistently achieving very high 5/5 Customer Satisfaction (**CSAT** score) on majority of the Projects, as well as achieving zero Non-conformances in **Internal** and **External Audits**.
- Recognized by Parent and Client organizations alike at different stages with **Awards** and **Appreciations** on performance aspects recognizing the capability in handling Telecom OSS Projects, Clients and Teams efficiently.
- Involve as well as encourage innovation and/or re-use of techniques not prescribed, if they are found to help the Organization and/or its Clients to deliver their best.

### TECHNOLOGY AND TOOLS

- Systems – Mainframes and Open Systems

- OS : Windows, zOS
- Languages: COBOL, JCL, Java, VHDL
- Tools: HP tools HPSM, HPQC, JIRA, BRIDGE Clarify, CICS, TSO, XMODS, Subversion, Ericsson Ordercare, Ericsson Granite Inventory, Ericsson Network Engineer, Ericsson Discovery and reconciliation
- DB: IDMS, SQL, DB2, IMS

## CERTIFICATIONS AND RECOGNITIONS

- **PRINCE2** Certified (External)
- **CSM** Certified (External)
- **ITIL** Certified (External)
- **Harvard Management Mentor** Certified (External)
- **Functional Analysis Representative** (FAR Group) at Org level for Tech M for CMMi V1.2 External accreditation (Organization)
- **Young Leader** (Organization) certified part of Tech M Young Leadership Program
- **The POWER** Award (Organization) : Ericsson
- **Grand Salute: The GURU** Award (Organization) : Tech M
- **TRISHNA (ADMS Best Practices)** : Organization level **Finalist** Tech M
- **Star Performer** Award (twice): Business Group Level : Tech M
- **Valuable Team Player** Award : Business Group Level : Tech M
- **Performer of the Month** Award (7 instances): Project Level : Tech M

## CAREER PROGRESSION

### ERICSSON GLOBAL INDIA LIMITED

**February'2016 - till date**

Project Overview : **Reliance JIO 4G (ADMS and Operations)**

(Type(s) - T&M Application Development, Maintenance and Support and Operations)

4G Giant Reliance India Limited's highly ambitious and very large scale Product **Reliance Jio 4G** is built up on a string of Ericsson OSS and BSS Product's like Ericsson Ordercare/Order Manager (EOM), Ericsson Granite Inventory (EGI), Ericsson Integrated Inventory Platform (IIEP), Ericsson Network Engineer (ENE), Ericsson Discovery and Reconciliation (EDR/DnR), Ericsson Customer Number Manager (CNUM), Ericsson Multiactivator (EMA), along with other vendor products.

Reliance ventured into a big bang launch of its **Jio 4G** services during this period.

#### **Responsibilities -**

Being an ambitious new entrant in an already competitive Telecom market, setting a very firm footprint in Indian telecom space for a new entrant operator was quite the biggest challenge for Jio. Naturally the expectations on Ericsson's Products, Services, their quality, performance and

corresponding SLA's had/has been extremely stringent and extremely high profile.

Responsibilities included many like the below -

- Collaborate with various vertical leads within Jio (e.g. OSS, BSS, Network, IP, Transport, Microwave etc.) to identify and decide the need and priority of the hour as well as identify impediments that impact the services and operations.
- Ensure weekly and monthly Internal and External Reports for all Stakeholders of the Project as well as frequent trend analysis reports to ensure improvement areas are identified and worked upon.
- Leading the Ericsson ADMS and Operations teams and ensuring both the Projects coordinated like a single team well within, to deliver and support applications of the massive Jio OSS area.
- Prioritizing and Escalating Product level issues to Product support groups internally within Ericsson and resolving all Change/Service requests and Defects on time with least impacts to the Operations.
- Scope and Capacity Management -Having to start a service afresh as a new entrant vendor, the challenges to convince the customer leads on scoping-in and out relevant functions and accordingly manage project capacity was very relevant.
- Resource management - Was directly responsible for handling Project team constituting Ericsson and Non-Ericsson (Reliance Jio, Third Party vendor) resources for the Clients project. A few vendor mobilizations, demobilization requests from customer's end added on to the complexity of resource management including procurements and attrition at its peak time.

#### **Achievements:**

For having handled the significant but fluctuating customer demands on Ericsson Products, as well as delivering results through Ericsson and Non-Ericsson resources in a short span of time, Client organization handed over the **Application Ownership** and **Project Management** responsibilities for OSS Operations area within a short span of time;

Ericsson Recognized the efforts through a ROCKSTAR '**POWER**' award and also received **appreciations** from the Ericsson's Regional Program Management as well as Customer's Engagement leaders.

### **TECH MAHINDRA LIMITED**

**June 2004 - December'2015**

Project Overview - **Customer Services System**

(Type(s) - FP+T&M Application Development, Maintenance and Support, Operations and System testing)

Customer Services System (**CSS**) is one of British Telecom's (BT) largest computing systems classified as Business Critical System for United Kingdom (UK). CSS supports a wide range of products, e.g., PSTN, ISDN2/e, ISDN30, FTTC, FTTP, Broadband, Wholesale Line Rental (WLR3), Number Portability, FTTx etc.

Following is a brief outline of CSS Project function or scope:

- **Service and Resource Management (SRM)** functionality like Order Handling, Complaint Handling, Products and Stores, Marketing Feeds, Work Manager Interface, Engineer Time and Job Recording.
- **Network and Repair Management (NRM)** functionality like Exchange and Access systems, Address Repository, Repair Handling, Line Testing, Directories
- **Billing** functionality like In-feeds, Call Itemization, Main Billing, Bill Production and Formatting,

Follow-up and Debt management

Experiences as **Project Manager/Delivery and Deployment Manager/PMO**

- Responsibility of E2E Project administration of Multiple critical Projects and their Release and Delivery management for 4 crucial Lines of Business **Openreach, BT Wholesale, BT Retail and BT Global** in L2C (Lead to Cash/Service Fulfilment), T2R (Trouble to Resolve/Service Assurance) and C2M (Concept to Market) verticals.
- Management Responsibility of diverse Projects with varied Delivery methodologies including all aspects of Client management, Resource, Cost, Defect, Quality, Risks and Issue Management with goals of On-time, Defect free delivery.
- PMO activities for all the diverse Projects of the British Telecom Account.
- Lead Project transitions from client to vendor and/or vice versa of Projects like CSS Delivery and Implementation Control (CDIC) and CSS Delivery and Deployment (D&D) Projects, XMODS (Configuration management and delivery) tool.
- Engage in POC activities for new opportunities, submit Project Estimates, resource requirements, engage in procurement activities, prepare WBS, Plans, Charters where applicable.
- PMO role encompassed review and tracking of below reports:

Commercial Parameters - Quotes, Quote Utilisation, Purchase Orders, Invoicing details, P&L/Profit and Loss statements,

Score Card Parameters - e.g. Commercials, Demand Management, Change Management. Continuous Improvement and Innovation, Trust & Relationship, Regulatory, Risk Management, Delivery Performance (Contractual), Delivery Performance (Non- Contractual), Revenue & Pillar Growth, Operating Margin Improvements, EBIDTA, customer satisfaction (CSAT), Technology usage improvements (Engineering Excellence Index – EEI), KM/Reuse and process focus, Employee Satisfaction & Retention (ESAT, Attrition), Training and Competency Analysis

- Responsible to ensure awareness and discipline of Project team in various Industry/Organisational standards, initiatives and practices like Lean Six Sigma, CMMi, Agile and Waterfall methodologies, Operating Models, FP and T&M models, Estimation techniques like FPA etc.
- Possess excellent process knowledge in CMMI v1.2 area, ISO Frameworks (e.g. ISO9000, ISO27000) implementation in Tech M and CSS projects.

**Achievements** : Listed under *Certifications and Recognitions* section above

**EARLY CAREER**

- **Government Engineering College**, Palakkad, Kerala. [Calicut University] [March 2004 - May 2004]  
**Lecturer Faculty** (Electronics and Communication, Information Technology) -
  - Delivered Lectures and coached students on Electronics and Information Technology (IT) streams
  - Mentored and supervised various Digital and Analogue Laboratory projects and Seminars like Microprocessors, Digital Electronics, and Microwave Labs etc.
- **Engineers Training Centre (ETC)**, Thrissur, Kerala. [Calicut University] [September 2003- February 2004]  
**Lecturer Faculty** (Electronics and Communication Department] -
  - Delivered Lectures and coached students on Electronics and Communication Department and AMIE Curricula
  - Guided and mentored Engineering aspirants on Seminars and Internal Project

### EDUCATIONAL DETAILS

- Bachelor of Technology (B Tech) - Electronics and Communication Engineering (ECE) - Calicut University - 2003
- Higher Secondary (1999) - Pre-Degree – Government Victoria College, Palakkad Dist, Kerala.
- Senior Secondary /10<sup>th</sup> (1997) - Basel Evangelical Mission High School, Palakkad Dist, Kerala.

### OTHER PERSONAL DETAILS

- DOB : 15<sup>th</sup> September'1980
- Marital Status : Married
- Address: Flat No: 302, Tilak Co-operative Housing Society, Shiv Colony, Airoli, Navi Mumbai, Maharashtra - 400708
- Languages known : English, Hindi, Malayalam, Tamil