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Neeraj Parikh premium Featured

Head of IT Development at Reliance Tech Services seeking role in Technology Management, IT Delivery Management, Technical Planning, Solution Architecture, System Integration in leading IT Services and/or BPO/Contact Centre and Progressive Industry.

Neeraj Parikh

Current Designation: Asst. Vice President - Head - IT Development

Current Company: Reliance Tech Services Ltd (Reliance Communications Ltd - RCOM)

Current Location: Navi Mumbai

Pref. Location: Bengaluru / Bangalore,Mumbai,Pune

Functional Area: IT Software - Application Programming / Maintenance

Role: Head/VP/GM-Technology(IT)/CTO

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: IT Service Delivery, Tactical Planning, Process Re-engineering, Solution Architecture, Product Development, Project Management, System Integration, Digital transformation, Application Development Framework, BPO, KPO, Call Center Technnology, CRM

Total Experience: 25 Year(s) 0 Month(s)

Notice Period: 1 Month

Highest Degree: MBA/PGDM[Marketing]

Verified : Phone Number | Email - id

Last Active: **Jan-Mar 2021**   Last Modified: **Jan-Mar 2021**

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Summary

*   IT Engineering and Management professional with proven track record of excellence in IT Services and Delivery Management, Technology Strategy, Execution, Process improvement and Team Building.
*   25+ years of versatile experience in Enterprise IT, Enterprise Communication, Telecom IT and Contact Center Technology.
*   Proven ability to lead and implement enterprise wide processes with strategies and solutions that control costs, improve efficiencies, and provide transparency and predictability to the entire organization, maximizing technology investment and supporting high level business goals..
*   Rich experience in
o   Technical Solution Design, IT Integration, Network Interface Design, IT Solution Dimensioning, Budgeting, Sizing and Implementation
o   Proven track record of building carrier grade solutions that are optimal high performance and scalability.
o   Contact Centre Technology, IT/ITES, BPO Applications

Work Experience

◉ **Reliance Tech Services** as Assistant Vice President - New Age Technology
Sep 2011 to Feb 2015

Reliance Tech Services Ltd (Reliance Communications Ltd - RCOM)   (Sept 2011 - Feb 2015)
Head -New Age Technology
Functional Responsibilities:
*   Drive Innovation and new Product Development and Build new capabilities and services for strategic business objectives
*   Managed team 90+ developers, 8 solution architects
Technology & System Responsibilities & Projects:
*   RCOM and Group Company Contact Centre Technology Development and Implementation Projects.
*   Contact Center Strategy Planning and Governance and Outsourcing Project
*   Mobile Application Development (My strategic initiative) for Customer Service & Channel
*   R-Net Product Development (SIP Based Voice, Video & Chat Platform like Skype, Viber)
*   In-House Built IN (Intelligent Network) System for Toll-Free Service
*   Bulk SMS Platform (In-House Developed SMSC)
*   Hosted Contact Center Engineering Services and Product Development
*   Self-Care through Twitter (Get & Pay Bills, Data Usage, Account Balance & more)
*   Operator API Access Platform for Billing, Charging, Pack Management and Service APIs

◉ **Reliance Tech Services Ltd (Reliance Communications Ltd - RCOM)** as Asst. Vice President - Head - IT Development
May 2002 to Till Date

May 2002 to Till Date

Reliance Tech Services Ltd (Reliance Communications Ltd - RCOM)
Head -OSS/BSS/DSS Software Development (Feb 2015 - Current)
Functional Responsibilities:
*   IT applications development and life-cycle management, Requirement Enrichment, Scope definition, Executing transformation project, Solution Design & Architecting, Delivery, Testing, Vendor Engagement and System Integration.
*   Interworking with CXO level and Business interfaces for Functional needs, Delivery Planning, IT Budgeting, Resource management and functional governance
*   Developing Strategy for Telecom IT systems implementation, Transformation, upgrades, System Integration and Enterprise IT Architecture
*   Resource Management (Managed 150+ highly skilled and qualified resources)
Technology & System Responsibilities:
*   Support Development for OSS/BSS/DSS Applications deployed at RCOM
*   Amdocs CRM, Customer Care and Self-Care Application Development
*   Provisioning Systems (Clarity) Customization and Network Integration
*   Billing and Mediation Systems (Intec/CSG Platform) development
*   TIBCO BW and BE Enterprise Integration System
*   In-House Build Order Management and e-Recharge System
*   Reporting and Analytics Solution based on SAP-BO, SAS and IBM DataStage

◉ **Reliance BPO Pvt Ltd.** as GM/Head - Technology Strategy & Integration
May 2002 to Aug 2011

Reliance BPO Pvt Ltd (Reliance Communications Ltd)   (May 2002 - Aug 2011)
Head Technology Strategy and Implementation (TSI)
As an in-house contact center, RBPO had 10,000+ seats capacity and ~ 9,000 IVR ports. I was responsible for technology strategy, implementation and IT application development.
Functional Responsibility:
*   Contact Center Technology Strategy Planning, Implementation, Project Management
*   Working with Reliance Group Company clients (R-Capital, R-Life, R-General Insurance, R-Power) and international client (Sovereign Bank, US) for setting up processes and process transition.
*   Customized IVR, CTI and Applications for HCCS Customers (like HSBC, DSP Black Rock, Intercall).
*   Technology AOP, budgeting, RFP and process transition - IT Scope
*   Solution Design, Contact Center Architecture and Expansion project execution
*   Implementing multi-channel Contact Centre Technology solution for Voice, Email, Chat and IVR based interactions.
*   Building customized applications to meet need of Clients including Knowledge Management System, PMS/QMS and CRM/Lead Management system integration.
*   Vendor Management, Vendor Development and Product Evaluation
*   Business requirement, growth projection and technology expansion
*   IT Application Development (HRIS, Quality and Performance Management Systems)
*   PMS and QMS Application Integration with CC Reporting, Recording, ACD and WFM System
*   Overall Framework Design and Implementation for Technology Solutions
*   Defining Enterprise IT Architecture for BPO Business
*   Managed team size of 35 resources
Technology & System Responsibilities & Projects:
*   IT Application Development (HRIS, Quality and Performance Management Systems)
*   Overall Framework Design and Implementation for Technology Solutions
*   Voice Network: ACD, PBX, Telecom Network, IVR, Call Logger, Dialer, CTI solution Implementation on solution from Avaya, Genesys, Nortel, NICE technologies
*   Hosted Contact Center Service on Genesys Platform - Self Conceptualized Product
*   Quality Management Tools, BPO Operation Support Systems
Strategic Initiatives and projects executed
*   Geographic distribution of the IVR and Contact Center technology systems
*   BI & Data Analytics on Customer Interaction for Customer Experience & Agent Performance
*   Built Customized application for Call Routing, Click to Call, Call Back, Customer Profile based treatment.
*   Operation Outsourcing, Outbound Contact Center Consolidation Project
*   Uniform Customer Experience across geography and across channels
*   Predictive Customer Service Implementation
*   Agent Quality Management System with Centralized MIS and dashboard.
*   Dynamic IVR with UI based business interface

◉ **Contech Software Ltd.** as Sr. Project Manager - Telecom Technologies Division
Jul 2000 to Apr 2002

As a Lead for Embedded Programming for Multiplexers and Protocol Converters.
*   Project Management - client requirement, scoping, delivery to Acceptance Testing
*   Support off-shore product development for RAD Multiplexers and Protocol Converters. Managing product development life-cycle (Design to Delivery)
*   Coding on pSOS and VxWorks Operating Systems in c/c++ for telecom protocol development (ISDN PRI, SS7, CAS-MFR2)

◉ **Tata Telecom Ltd (Now AGC Networks)** as Engineer - Customer Technical Support
Oct 1992 to Jul 2000

SME for the Avaya PBX and ACD, OKI PBX, Octel Serenade Voice Mail system. Multi-tasking profile had the best exposure on learning, team working, documentation and process management. The role involved:
*   Escalation management for OKI PBX, Octel Serenade Voice Mail and Avaya PBX
*   Troubleshooting critical technical issues & dissemination of the same to field staff
*   Technical writing (System Administration and O&M Manuals)
*   Technical Training to field staff & Customers
*   Pre-Sale Support for Complex requirements, Solution Design for new offerings

Education

UG: **Diploma (Industrial Electronics)** from **board of technical education (BTE), MUMBAI** in **1991**

PG: **MBA/PGDM (Marketing), Correspondence/Distance Learning** from **Sikkim Manipal University (SMU)** in **2010**

Other Qualifications/Certifications/Programs:
BSc. Information Technology

Languages Known

Language	Proficiency	Read	Write	Speak
English	Proficient	✔	✔	✔
Hindi	Proficient	✔	✔	✔

Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Countries: **India**

Job Type: **Permanent**

Employment Status: **Full time**