



**ANURAG JAIN**
premium
Featured

ANURAG JAIN

Sr. Manager seeking leadership roles in Digital Transformation, Capability Building ,Business Transformation, New Product Development, Program Management, Operational Excellence, Process Improvement, , Automation, Vendor Management

Current Designation: Head of Delivery -Digital Services Business North America	Total Experience: 17 Year(s) 0 Month(s)
Current Company: Ericsson	Notice Period: 3 Months
Current Location: Bengaluru / Bangalore	Highest Degree: MBA/PGDM [Enterprise Management]
Prof. Location: Bengaluru / Bangalore,Chennai,Hyderabad	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Head/VP/GM-Technology(IT)/CTO	
Industry: IT-Software/Software Services	
Marital Status: Married	
Key Skills: business planning,digital transformation,Delivery Excellence,Program Management,Inventory Management,Product Development,Cloud,AWS,Order Management,Business Analysis,PMP,Delivery Management,Devops,Operations Management,Agile Development,CSM,OSS,Bss	
Verified :  Phone Number    Email - id	

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

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## Summary

Senior IT Professional: MBA, Engineer, PMP® with 18 Years of experience in Ericsson, Infosys, Wipro in Strategic Global Roles 18 years of rich experience in Program Management, IT Solution Delivery & Deployment, Business Transformations, Business Partnering, Process Excellence , Digital Strategy & Governance, Enabling Organizational Growth Successfully Led Programs from Ideas to Launch with People, Process and Technology as Key Enablers. Landed 25+ Mid to Large transformations International Exposure: while leading and delivering global, cross-functional, cross-cultural projects and programs in complex environment. Deep Understanding of Functional Business Processes across Enterprise in Order Management, Order Fulfilment, Inventory Management, Customer Experience Management, Subscriber Analysis,Planning, Sales. Digitally Enabled business transformation rooted in Agile ways of working using cloud based applications.

## Work Experience

- Ericsson** as Head of Delivery -Digital Services Business North America  
Dec 2011 to Till Date
  - \* Delivery Excellence lead for key North American clients like AT&T, T-Mobile
  - \* Managing business delivery worth over 20M USD
  - \* Enabling Digital Transformation of Monolithic solutions using cloud based web application
  - \* Experience in Proof-of-Concepts with Pioneering Processes, Emerging Technologies, Order Management, Real Time Analytics, Order Fulfilment, Inventory Management, Business Process Automation
  - \* Transformation of Waterfall Projects to Agile delivery methodology.
- Subex Technology** as Associate Manager  
Jan 2008 to Nov 2011
  - \* Transitioned Tier-2 product and solution support for Europe and Asia Pacific from Toronto to Bengaluru
  - \* Lead the successful migration of products from thick client to Web based product.
  - \* Roll-out of complex product upgrade for major telecom operator in Europe and Asia Pacific.
- Infosys** as Test Analyst  
Oct 2005 to Jan 2008  
Enabled successful delivery of first of its kind Data Integrity Management Solution for a UK based telecom operator.
- Apsis Solutions** as Software Engineer  
Jun 2003 to Oct 2005

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### Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

## Education

UG: **B.Tech/B.E (Instrumentation and Electronics Engineering)** from **Siddaganga Institute of Technology (SIT)** in **2000**

PG: **MBA/PGDM (Enterprise Management)** from **Indian Institute of Management (IIM), Bangalore** in **2017**

Other Qualifications/Certifications/Programs:

**PMP**

Certified Scrum Master

Six Sigma Yello Belt

International Student exchange

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## IT Skills

Skill Name	Version	Last Used	Experience
devops		2020	5 Year(s) 0 Month(s)
HADOOP	1.5	2017	2 Year(s)
AWS		2020	1 Year(s) 0 Month(s)
Agile Project Management		2020	9 Year(s) 0 Month(s)
Cloud Computing		2020	3 Year(s) 0 Month(s)
Inventory management			12 Year(s) 0 Month(s)
Digital Services			6 Year(s)
Telecom OSS BSS			15 Year(s) 0 Month(s)
ANALYTICS			4 Year(s) 0 Month(s)
ORDER MANAGEMENT		0	10 Year(s) 0 Month(s)

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## Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✓	✓	✓

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## Affirmative Action

Category: **General**

Physically Challenged: **No**

## Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**

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