

Rittick Bhatia

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EXECUTIVE SUMMARY

Over the past ten years I have put into practice the management skills I learnt at university and have gained from the hands-on experience. At the same time I have added new skills by working with various teams across multiple products. In effect, I have seen the process through from beginning to end and have grounding in the strengths, the issues and the problems faced by my colleagues. Now is the time for me to bring this extra knowledge and experience to bear in a new role.

EXPERIENCE SYNOPSIS:

- A Business Development professional with an engineering background and with 10.7+ years of experience in IT/Telecommunication Industry across multiple teams.
- Most recently I am working as Head- Business Development & Strategic Partnerships for stitching new partnerships globally and increasing gross product margins across all product lines ensuring product richness, availability and coverage at Tel Q Global .
- A broader knowledge of the IT/telecoms business by working in non-engineering teams like Sales / Business Development, Strategic Partnerships and alliances, Pre-Sales, Project Management, Contract Management, Order Management, Access Management.
- Skillful at managing internal and external relationships including customers and strategic partners.
- Specialties: Industries: Carrier Relations, Enterprise business, Employee Engagement (HR) Platform, Targeted Marketing platform, Firewall / Securities, Customer Experience Management, Mobile Messaging, Mobile Internet, Customer Value Management, Digital Media, IT Products and Services, Revenue Assurance and Management.
- Solutions Expertise:
Enterprise business, Employee Engagement (HR) Platform, Targeted Marketing platform, SMS and Hub, Data Analytics, Campaign Management, Customer Experience Management / Real-Time Analytics, Mobile Data Policy Control & Charging, Video Optimization, Service Delivery Platforms.
- Functional Areas:
Leadership, P & L Management, Team Management, Conflict Management, Contract Management, Global Business Growth Strategy, Carrier Relations, Sales and Business Development, Account Management, Hunting & Prospecting, Solution Selling, Commercial Negotiation, Partner Management
- Technical Domain:
A thorough knowledge of IT Solutions and telecom networks and experience of working roles in IP Engineering, Solution Design and Consultancy in the Capacity, Networking, Cloud Communications domains.
- An effective communicator with exceptional relationship management skills with the ability to relate to people at any level of business and management.

PROFESSIONAL EXPERIENCE

Tel Q Global

April 2019 – Present

Location: India/ Singapore

Head – Business Development and Strategic Partnerships (Consultant)

- Build strategic relationship with mobile network operators, large enterprises, aggregators, application developers and regulatory bodies across the region.

- Preparation of responses for RFP/RFI/RFQ
- Defining strategies for new Market Segments
- Responsible for increasing product margins across all product types.
- Responsible for leading the procurement strategy development and policies.
- Continuously improving Procurement Strategy and supplier management.
- Lead the procurement development managing both outsource & internal models.
- Responsible for delivering cost saving and digitalization targets through new tools and approaches to supply chain & vendor management.
- Lead on supplier & commercial assurance strategy including the management of material outsource providers
- Development & continuous improvement of contract management arrangements to drive further value from critical spend areas.
- Interpret & communicate the priorities, motivating and developing a high performing team inside and outside procurement function.
- Responsible for vendor/carrier selection and defining procurement strategies to build quality telecom services for global customers
- Increasing product footprints globally by working with Mobile Network Operators and Government regulatory bodies
- Defining the framework for new products, vision, strategy, innovation and roadmaps.
- Business development for global strategic customers.
- Process deployment to ensure smooth product operations & quality of service
- Understanding requirement of clients, solution mapping with technical support team & providing customized solution
- Maintaining Voice, SMS, OTT, OEM, CPaaS, UCaaS and carrier relationships with global service providers.
- Responsible for gathering market intelligence to ensure competitiveness of various products.
- Responsible for maintaining product margins across all product offerings
- Managing interconnects, agreements and procurement of services across the globe.
- Domain expertise in the IT software business solutions and services such as Virtual numbers, Cloud communications, IVR, DID, ITFS, 2 way SMS, Call Center Software Solutions.

AMD Telecom

Location: Gurgaon

Business Development and Strategic Alliances Director –APAC

Nov 2017 – March-2019

- Drive Sales, marketing and business development initiatives for the business transformational products to support the organization by enabling new revenue streams for our customers.
- Build strategic relationship with mobile network operators, large enterprises, aggregators, application developers and regulatory bodies across the region.
- Find and enable new strategic partners to increase the footprints in the market.

- Responsible for P & L management for the region.
- Building and growing wholesales customers in the region.
- Managing interconnects, roaming agreements and direct A2P terminations in the region.
- Skillful at managing internal and external relationships including customers and strategic partners.
- Deliver Business Presentations to CXOs and Business Owners.
- Solution selling and customer Engagement.
- Ability to articulate the product value-proposition
- Defining strategies for new Market Segments.
- Providing competitive positioning, pricing / commercial proposals for customer engagements, ensuring deal profitability
- Market Planning and Segmentation.

Mahindra Comviva
Location: Gurgaon
Global Business Development and Strategic Alliances Manager

April 2015 – Nov 2017

- Drive business development initiatives for the Messaging and Business critical solutions portfolio.
- Responsible for Inbound and Outbound lead generation.
- Find and enable new strategic partners to increase the footprints in the market.
- Skillful at managing internal and external relationships including customers and strategic partners.
- Domain expertise in the messaging and business solutions such as SMS Firewall, SMSC, SMS Hub, USSD, Real Time Analytics / Customer Experience Management , Policy Control, Caching & Optimization.
- Deliver Technical and Business Presentations to customers and technical teams.
- Build strategic relationship with mobile network operators and network aggregators across the region.
- Solution selling and customer Engagement.
- Preparation of responses for RFP/RFI/RFQ.
- CXO level presentations
- Work with Regional teams to maintain a healthy pipeline for product portfolio.
- Providing complete Solution by gathering customer requirement with assistance of various market unit representatives
- Ability to articulate the product value-proposition
- Defining strategies for new Market Segments.
- Providing competitive positioning, pricing / commercial proposals for customer engagements, ensuring deal profitability
- Market Planning and Segmentation.

- Providing technical solutions to enterprise sales for integrated solutions using various technology platforms (IP/ MPLS, Ethernet, DWDM, Video Connect, etc.) and Mobility Value added services.
- Working in the Proposal Experts group, I support the Sales Account Teams in the development of RFI and RFP responses as well as unsolicited customer proposals.
- Working as part of the MES Sales and Business Operations team, managing the opportunities pipeline, packaging, quotes and commercial documentation for Europe.
- Assisting the Sales Team in responding to bid requests. Liaising with Customers to identify their specific requirements and produce draft solution designs for approval by functional departments/ Special Bids process. Collation of relevant cost information where relevant for production of commercial offering. Cooperation with Legal for contract preparation.
- Responsible for the management of proposals and orders through the Order management System.
- Updating Sales funnel and end to end management of orders on Salesforce (SFDC).
- Processing of contractual documentation through all relevant departments. Hold overall responsibility within Sales for timely provisioning and invoicing of signed orders including regular coordination with Operations department.
- Contribution to other post-sales customer activities including organizing regular operational reviews
- Account Reporting - : Preparing monthly / weekly reports on inventory, usage based services, financial deck (total value billed for all the services for specific period)
- Dispute Handling: -
Reconciliation of invoices over customer disputes and providing resolutions.
Assistance on collection issues by providing the required documents and suggestions
Handling credit approval process in case of issuance of credit note / billing reversal
Project Management of regional initiatives with other departments.
- Deviation Resolution & Order Closure: - Resolving Deviations by coordinating with respective action owners like Commercial Manager, legal department. Keeping the track of orders till closure by coordinating with OVT team

- Planning and Implementation of CISCO routers (7609, 7606, 7603, ASR 1002, Switches 4948 & 3400) for 3G Project pan M&G circle.
- Planning and Implementation of ASR 9010, 9006, 903 Routers for PoAbis and AoIP Project for entire M&G Circle.
- Hands-on Experience on CISCO Routers (7600 Series Routers and 4900 Series Switches).
- Configuration & Troubleshooting of MPLS, BGP, EIGRP, OSPF, IS-IS, VPN, Static Routing.
- Maintaining the availability of CEN Network of and its various elements and services riding on the network.
- Planned activities related to Network augmentation, IOS up gradation, Card insertion or Replacement of Line Cards within planned maintenance time window.

- Up gradation of existing hardware (Routers, Line Cards) & IOS.
- Coordination with NOC of other carrier providers/peers for Internet routing issues.
- Co-ordination with vendor TAC Team for hardware/software related issues affecting customer services.
- Preparing RFO/RCA related to IP issues.
- Coordination with NOC team for Real-time Traffic diversion and manipulation on the backbone links in case of various failures to minimize service degradation.
- Coordination with the warehouse for distribution the Cisco spare and project material on the field.
- Attending to connectivity and throughput problems regarding IP transit services.
- Operations and Maintenance of C7609, 7606, MWR 2941 series routers & 4948, 3400 series of switches
- Checking Router logs and process utilization and other issues like card failure or router failure alarms.
- Troubleshooting & checking alarms on faulty/down links with minimum downtime.
- Configuration of Access & Building Nodes during projects.
- Monitoring, Identification, diagnosis, and resolving network related problems.
- Outage notification to regional operations team for fault rectification.
- Planning for the OSP & ISP Planned event activities carried in M&G circle for the rectification of OFC & Insertions of New nodes in existing ring.
- Planning for of up gradation of the Optical Links and Equipments.
- SDH & DWDM equipment planning depending on the bandwidth requirement.
- Installation, testing and commissioning of Transmission Equipment's of ECI (BG-20, BG-30, BG-40, XDM-100, XDM-300, XDM-500 & XDM1k) & Huawei (OSN 7500, 6800, 8800).
- Planning of bandwidth up gradation of SDH rings.
- Equipment planning to cater traffic for BSCs.
- Hands-on experience on Huawei NMS.
- Hands-on experience on ECI NMS.
- Supporting on field resources on escalations and critical issues

PROFESSIONAL TRAININGS

- PMP Certification (on-going)
- CCNA Certification.
- NG-WDM at Huawei Technologies Ltd.
- Ethernet Backhaul Essentials at Vodafone Technology Academy.

- IP Convergence Essentials at Vodafone Technology Academy.
 - ECI Product training at ECI Technologies.
 - ICND-2 at Vodafone.
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QUALIFICATION

2009 Bachelor of Engineering [Electronics & Telecommunication]

(PU) Pune University

Date of Birth : 25th July, 1985

Father's name : Mr.A.K.Bhatia