**Vishu Paul**

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**Career Objective**

Currently seeking a progressive customer interacting and communication-oriented role, where will utilize my team leader experience and customer communication skills. Over 15 years of my customer related and project management experience in various team leader roles developed a motivated and enthusiastic person. I would bring these skills to your business.

**Summery of Key Skills**

**Team Leadership:** Six years team leadership experience with various complex telecommunication based Projects. Excellent interpersonal communication skills to and develop talents in the team. Experience in mentoring, educating, training and problem solving.

**Communication skills:** Excellent communication skills with a listen and resolve attitude. Six years experience in business communication with customers and excellent stakeholder management for new products and project management methodologies. Good presentation skills to demonstrate business models and goals.

**Customer service and relationship:** Over 10 years experience in client facing role and interaction in various levels of project implementation, delivery, change management and product promotion. Partnering strategies and governance implementation. Bright personality to understand customer needs, and strive to exceed their expectations.

**Time management and Scheduling:** A natural ability to manage time, more than six year Project Management experience in delivering large, complex and integrated solution projects in scheduled and planned time with cost effective manner.

**Co-ordination and Reporting:** Experienced in reporting to different levels of day-to-day operational activities, Workflow analysis, weekly and monthly delivery progress reports. Successfully co-ordinate and arrange project meetings, gather information, follow-up and close in up the action points.

**Computer skills:** Highly experienced in MS Office, including Word, Excel, PowerPoint and Outlook. Experience in MS Project and Primavera for planning and project implementation progress reports. Have the right attitude to learn any new things and soft skills.

**Personal Attributes:**

* Bright and outgoing personality by taking ownership
* Motivates and enthusiastic others to succeed
* Creative and problem solver with a right attitude
* Focused and flexible with ‘can follow instruction’
* Quick learner, listener and able to pass the knowledge that acquired to others
* Ability to work well in a team

**Familiar Technology:**

* All telecom new technologies like fixed broadband, 2/3/4G and wireless methodology
* CS/PS Core, EPC/LTE, PCRF, IMS (VOLTE, VoWiFi), FTTH, MSAN, DSLAM

**Work History**

Ghilgal New Zealand ltd

**Sales Support Manager** **June 2015 – Present**

Responsibilities:

* Meet new retail customers to introduce company products and develop new deals
* Oversee the office administration and support the Managing Director
* Logistic support and customer support by ensuring the targets are met
* Maintain existing retailers and get new orders, understand customer feedbacks
* Develop new corporate customers and prepare strategy plans for future development
* Organize company website and study oversea business opportunities

Huawei Technologies Co. Ltd (2000 to 2015)

**Core Program Manager** **May 2014 - April 2015**

Responsibilities:

Managed PMO at Saudi operator Mobily’s CS and PS Core department Projects

* Responsible from Bidding to closeout, E2E project rollout and control
* Delivered projects with allocated budget and time
* Confirm revenue triggering as per department and representative office KPIs
* Portfolio owner with full P&L responsibility for multiple projects.
* Extended management support to PMO for operator Mobily
* Technical support for MOI with law full interception expansion in CS/PS core networks

Key Achievements:

* Increased revenue KPI to 120% annually by closing out old projects
* Brought new technology break through projects to promote new business

**Converging Packet Core Project Manager May 2009 - April 2014**

Responsibilities:

Kingdom-wide project manager for Mobily Packet Core Projects

* Delivered Packet Core Expansion projects from Phase 4 to Phase 9 (PS 4 to PS 9)
* Managed with Initiation, strategic planning, budgeting and implementation
* Prioritize the tasks as per customer with time and resources allocated
* Forecasting risks and solving internal and external stake holder issues
* Technical Project management with major live network expansions and node SW upgrades
* Change management scheduling and EHS methodologies for an incident free rollout
* Network and Project KPI reporting and weekly meeting schedules

Key Achievements:

* Maintain customer credibility and satisfaction with incident free successful project delivery
* Excellent Project Manager Award in both 2012 & 2013.
* Excellent Performance award for EPC Expansion Phase 8 from operator Mobily
* Constant KPI target achievements brings promotion as Program Manager

**Survey and Design Manager July 2007 - April 2009**

Responsibilities:

* Department management in survey and Design department
* Telecom survey for ordering materials and Engineering design (MOP)
* Site Survey Partner management and Customer approval follow-up for design documents

Key Achievements:

* Maintain customer credibility and satisfaction with incident free successful project delivery
* Certificate of Appreciation from STC Engineering in 2009

**Dy. Product Manger**  **March 2004 - June 2007**

Responsibilities:

* Product and Project Management for all Fixed Network Dept. Products and Projects
* Train new hired engineers and develop subcontract teams
* Provided technical solution to Operator STC and help to design unified delivery methods
* Reported to HQ for customer requirements and support to develop custom made outdoor/indoor network deployment cabinets.

Key Achievements:

* Certificate of Appreciation from STC 2008 for highest MSAN target deployment history

**Fixed Network Chief Engineer** **December 2000 - February 2004**

Responsibilities:

* D&S of Access networks in fixed Access network engineering dept. (Optical Access Network (FTTX, MSAN, RAN, and ADSL)
* Recruited new Engineers for new projects; arrange training for in-house and customer side NOC engineers

Key Achievements:

* Best Operation Award from Fixed Network department of Huawei
* Promoted to Deputy Product manager

Fujitsu Australia (Telecom)

**Telecom Engineer** **September 1999 - November 2000**

Responsibilities:

* Installation, Commissioning and maintenance of DSL-Access Network systems
* Commissioning of Fujitsu FSX2000 Electronic cabinets, HDSL and Pair Gain systems

**Education / Training**

* Bachelor of Engineering in Electronics & Communication - Bangalore University – 1998
* Post Diploma in Electronic Instrumentation IHRDE – 1992
* Diploma in Electronics & Communication Engineering - KVG Polytechnic – 1990
* Practical Project Management – Huawei University – 2007
* New Kiwi Career Success Programme – The Auckland Chamber of Commerce – 2015

**Hobbies and Languages known**

Chess, Photography, Videography, and Traveling

**Voluntary works**

Blood donor, School Management Committee Core Team Member, Church Coordinator

**Verbal Referees**

Available on request