

— MRIGNA GUPTA —

CONTACT

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PROFILE

Results-driven professional with 15+ years of experience in the Telecommunication/ICT industry, seeking new challenges. Known for a strong work ethic, adaptability, and exceptional interpersonal skills, I excel at working independently and rapidly acquiring new skills.

My expertise includes Resource Management, Process Management, ISO 9001 standard implementation and auditing, Governance, Compliance, and MS Delivery-PMO, complemented by a background in Project Management training.

I am certified in ITIL v4 Service Management, ISO 9001:2015 Lead Auditor and Lead Implementor, Ericsson Six Sigma Yellow Belt, and Prince 2 Foundation and Practitioner, making me well-equipped to contribute to your organization's success.

SKILLS

Resource Allocation and Management

Process Optimization and Oversight

Stakeholder Engagement and Collaboration

Proficient in Project Coordination

Strong Documentation and Reporting Skills

Analytical Trend Assessment

Clear and Effective Communication

Sound Decision-Making Abilities

Highly Organized and Self-Motivated

Skillful in Cross-Functional Supervision

EXPERIENCE

Service Resource Manager (Aug 2020 – Present)

Ericsson India Global Services Pvt. Ltd., Noida

Managing **Job Requisition Life Cycle** using global tools (**Success Factors**)

Ericsson Tool - **EriMatch** and in-house **SharePoint automations**.

Collaboration with **competency heads** and **project managers** to understand resource requirements.

Analyzing **Job Requisitions** requests and presenting them in JR Forum to **Service Line Leadership**.

Ensuring data quality by maintaining the **organization pyramid** by reduced job stage analysis.

Leading reviews with **Hiring Managers**, **Talent Acquisition** teams, **HRBP** for issue resolution.

Strategically aligned **resource management** with financial goals and addressed **competence gaps** through **external hiring**.

Conducting **walk-in drives** for **resource transition** within units.

Enhancing resource management processes for improved service delivery efficiency and accuracy.

Demand Management

·Lead and actively participate in **demand forecasting** discussions for the assigned competency and service lines, collaborating closely with **Delivery Strategy Directors** and **Market Area Spocs**.

EDUCATION

M.B.A in Human Resources and Operations (2014)

Bachelor of Engineering with Honors in Computer Science (2007)

Diploma in Computer Engineering from Govt. Polytechnic (2004)

CERTIFICATIONS



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ETCP – IMS Certified

ETCP – IP Certified

TOOLS USED

Proficient in the following software and tools:

SharePoint

PowerPoint

Microsoft Excel

Templafy

SAP Logon (P12, CATC, ZCADO)

Experienced with Ericsson tools:

SRM Analytics

EriMatch

MERLIN

GIAP Connect

Ensuring the seamless operation of the **demand cycle**, covering **demand creation to fulfillment**.

Effectively managing **business decline** situations and establishing processes for **utilizing bench resources**.

Providing proactive input and suggestions to enhance the **demand process**.

Process Manager (July 2018 – Aug 2020)

Ericsson India Global Services Pvt. Ltd., Noida

Managed **ISO 9001:2015** and **ITIL**-based Quality Management System.

Oversaw **MS Processes Compliance** using **MSTOP /EOE** framework across MS Business Deliveries.

Conducted **internal assessments, gap analyses**, and recommended improvements in line with **ISO 9001:2015** standards.

Managed the implementation of **Risk management, ISRA, BCM, and Occupational Health and Safety (OHS)** processes for compliance and effectiveness.

External audit readiness: Coordinated compliance efforts with stakeholders, Prepare for external audits by ensuring that all documentation, evidence, and processes are in order. Address any findings from previous audits.

Identify non-conformities and areas for improvement.

S_Sat Survey - Coordinated end-to-end with Delivery Managers and Market Area stakeholders to meet monthly SSAT KPIs through timely surveys to the relevant stakeholders.

GIAP Driver-Competence Management (Jul 2016 – Jun 2018)

Ericsson India Global Services Pvt. Ltd., Noida

Drove Ericsson's **global certification (GIAP-Global Individual Assessment Driver)** for BMAS-SL OPTIMIZE.

Conducted preparatory GIAP sessions via Classroom and **Ericsson Play**.

Coordinated with GIAP Assessors, Line Managers, and Candidates to achieve certification milestones.

Planned and scheduled annual **ETCP** certification programs as per management targets.

Ensured compliance with Ericsson Mandatory Trainings.

Managed **MERLIN** Tool Deployment for Qualification Profiles and Competence Creation.

Addressed **Job Role Anomalies** and **Corrections in the Career Competence Model (CCM)**.

Team Lead – Switch Network Planning (Dec 2013 – Jun 2016)

Ericsson India Global Services Pvt. Ltd., Noida

Led MS delivery projects for **Network Design & Optimization**.

Supervised team, ensuring **process adherence**, delivery quality, and providing **technical support**.

Prepared **process documents** and **Job Aids** as needed.

Participated in regular **governance reviews** and adjusted agreements in line with stakeholders.

Managed resource utilization using **SAP tools like P12 (ZCADO & CATC)**.

RECENT AWARDS & RECOGNITIONS

Ericsson Award Points:

Bronze Level (January '23)

Recognized for Executing Speedily

Ericsson Award Points:

Diamond Level (February '23)

Acknowledged for Making Fact-Based & Courageous Decisions

Ericsson Award Points:

Silver Level (May '23)

Commended for Swift Execution

Ericsson Award Points:

Platinum Level (July '23)

Honored for Exceptional Speed & Execution

Ericsson Power Award (Q2'2022):

Honored for Outstanding Performance for anchoring strong governance on cost effectiveness and org structure effectiveness.

TRAININGS

Project Management

ISO 9001:2015

Financial Analysis

ITIL V4 and ITIL V3

MSTOP Process Framework

Power BI
Automation

PERSONAL DETAILS

Date of Birth: March 26, 1987

Marital Status: Married (Female)

Nationality: Indian

Mailing Address: 847, 2nd Floor, Shakti Khand-4, Indirapuram, Ghaziabad, Uttar Pradesh

Preferred Job Location: Delhi/NCR

Implemented T1 rehomeing, Network Grooming, T1 Optimization, and capacity/port reutilization.

Engineer – Voice Traffic (Jun 2010 – Nov 2013)

Ericsson India Global Services Pvt. Ltd., Noida

Monitored **bandwidth** usage for **augments** and **disconnects**, ensuring **performance criteria** were met.

Conducted basic **TG capacity** studies to maintain connectivity and prevent service interruptions.

Managed wireless TG performance to **Sprint** engineering standards.

Implemented **right-sizing activities** using **Sprint**-specific ordering tools.

Prepared network geometric designs with **Microsoft VISIO**.

Assistant Engineer – NOC (Aug 2008 – Jun 2010)

Tulip Telecom Ltd. N. Delhi

Network Planning with a focus on Bandwidth Management and Project Excellence:

Bandwidth Planning & Management, including rate limiting, traffic shaping, and QoS.

Provisioning, configuring, troubleshooting, and testing new circuits, as well as supporting remote upgrades in collaboration with Logical Process.

Monitoring bandwidth usage, analyzing traffic patterns and volumes.

Providing **technical support** to internal teams and assisting in network development activities.

Planning, coordinating, cutover of customer traffic, testing, and validating circuits' functionality, and implementing **preventive maintenance** schedules.

Material Planning & Management:

Ensured timely delivery of goods to sites, preventing production losses due to material shortages.

Collaborated with relevant departments for the maintenance of **Cisco Routers and Switches, MAIPU Routers and Switches, and Rujie Switches**.

Trainee Engineer-NOC (Nov'07-Jul'08)

HCL Infinet Ltd. Noida

Monitored and resolved connectivity issues between HCL Nodes and customer sites.

Managed breakdown calls from the VPN Helpdesk related to **Lease Line** and **ISDN** connections.

Identified **root causes** of problems based on **MODEM/Router** status, reported issues, and troubleshooted Intercity Bandwidth links, including **Leased Lines, ISDN lines for backup (PRI, BRI links), and E1 circuits**. Escalated service degradation concerns as needed.

Prepared reports on fault tolerance, last-mile analysis, and feasibility.

Coordinated with hardware vendors and various service providers, including BSNL, MTNL, Airtel, PGCIL, to ensure seamless network operations.