

AROCKIA PUSHPA PRIYA A

TECHNICAL SUPPORT & PROJECT MANAGEMENT

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High-achieving and value-driven Project Manager with 8+ years of experience in the Telecom industry with an excellent record of delivering large scale projects, reducing costs and achieving client satisfaction, analyzing complex issues and developing effective solutions.

PROFILE

- Profound experience in successful implementation/migration of multiple large scale projects within SLA (upto 4Tbps) to elite customers namely Google, Amazon.com, Infosys Limited, TCS, IPL, Verizon, Sify and Cognizant Technology solutions.
- Expertise in planning of expansions, implementation, technical coordination and business forecasting.
- Awarded 'Highest Overall Contributor' for excellent productivity (1000 deliveries during the financial year 2017-18) and remarkable on-time deliveries.

SKILLS

- Leadership and team management
- Time management
- Interpersonal communication skill
- Risk and Cost management
- Analytical and Problem-solving skill

CERTIFICATIONS

- PRINCE2® Foundation (CertNo: GR656013243AA)
- PRINCE2® Practitioner (CertNo: GR657011263AA)

WORK EXPERIENCE

SEP 2015 till AUG 2019 – SENIOR EXECUTIVE, TATA COMMUNICATIONS LTD., CHENNAI

- Performed the vital role of Project Manager in the Service delivery Team providing end to end support for deliveries up to 4Tbps services to Global, Enterprise and Carrier customers.
- Managed various projects including new implementations, upgrade and downgrade sites, migration, termination, shifting, procurement, analysis, planning, IP and transmissions.
- Technologies handled include SDH, MPLS, MUXes, Routers, OSPF and BGP routing protocols.
- Collaborated efficiently with multiple teams namely OSP team, MAN team, BOP team, SD-NOC team, CA-SD team, SDNW team, Vendor team and PM team which resulted in successful on time deliveries.
- Focused on improving the CSAT (Customer Satisfaction) by providing real time order updates.
- Implemented escalation matrix for restoring critical network issues and ground level concerns.
- Regularly mentored junior team members and apprentice-trainees for better competency improvement.
- Used Customer SLA for Aerial deliveries and Exceptional deliveries.

AUG 2013 to SEP 2015 - EXECUTIVE, TATA COMMUNICATIONS LTD., CHENNAI

- Responsible for successful End-to-End deliveries (up to 10Gpbs links) for Global, Enterprise and Carrier customers.
- Cultivated and strengthened lasting client relationships.
- Performed day-to-day monitoring, management and support for service deliveries.
- Responsible for fiber work (OSP & Inbuilding) completions, Mux installations/integrations at customer premises engaging the support of MAN team.
- Established order vetting calls with customers to verify and confirm the requirements before Implementation.
- Successful coordination with third party vendors for procurement of various materials required for the project.
- Conducted RCA meetings wherever required to find the root cause of complicated and critical issues.

MAR 2011 to AUG 2013 – ASSOCIATE ENGINEER, LOBO STAFFING SOLUTIONS (CLIENT-TATA COMMUNICATIONS LTD., CHENNAI)

- Responsible for deliveries up to 1gbps services to multiple Enterprise and Carrier customers.
- Continually improved methods and procedures for processes, documentation and workflow techniques.
- Monitored installations and operations to consistently meet rigorous customer requirements.

- Consolidated daily updates of all team members and conducted weekly status meetings with all stakeholders.

ACHIEVEMENTS

- Received the Extra mile award for successful completion and delivery of IPL 2018 event with 4Gbps BW speed (Zero Error & 100% Uptime).
- Received Blue Ribbon award for successful completion of Google project with 4.4Tbps BW speed worth of ACV – INR 20.7 Crore.
- Received Hi5 award for successful delivery of 8Gbps & 2Gbps Amazon projects worth of 40K MRC/3.5 CR ACV INR.
- Received remarkable appreciations from our customers such as Pfizer, Verizon, TCS, Flipkart, Sify, AT&T and Samsung for their efficient and successful deliveries.

ACADEMIC & PROFESSIONAL CREDENTIALS

- B.E - Electronics & Communication Engineering (May 2010) – 78%
- Higher Secondary Certificate (March 2006) – 68%
- Secondary School Certificate (April 2004) – 91%

PERSONAL DETAILS

D.O.B : 16th August 1989

Nationality : Indian

Marital Status : Married

Language Proficiency : English, Tamil

Passport No. : L8745281

I hereby declare that the details furnished above are true to the best of my knowledge.

Date:

Place:

A. Arockia Pushpa Priya