

# Uday Rajan

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Seeking assignments as **Technical Manager, Technical Lead for Project implementation, Deployment & Operations of E2E Applications with Project Management capability and skilled to handle Technical Teams for executing concurrent projects.**

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## **PROFESSIONAL PROFILE: -**

### **Project Lead having extensive experience in:**

- |                          |                      |                   |
|--------------------------|----------------------|-------------------|
| ` Project Management     | ` Project Execution  | ` Solution Design |
| ` Process Implementation | ` Training/Mentoring | ` Team Management |

- ✓ Currently working with **Amdocs Software Systems Limited** Dublin, Ireland, as **Program Manager**.
- ✓ Managing **Production Operations**, for 15+ applications, L3 Application Maintenance Support.
- ✓ **SI Infrastructure**, managed 20+ Vendors for Infrastructure Delivery of 650+ Servers, 100+ Databases.
- ✓ Managed 70+ Vendors for Systems Integration, with 500+ Integration points across multiple E2E Environments.
- ✓ Experience in Project Delivery, Managed Services and Production Operations for Tier 1 Telco Customers.
- ✓ Strong Application Infrastructure experience and problem analysis skills with well proven track record under high-pressure environments.
- ✓ Defined and implemented processes in sync with software engineering Methodologies/Execution Models to enable Global Delivery Model.
- ✓ An effective communicator with good relationship management skills with the ability to relate to people at different level of business.
- ✓ Significant experience working with customers, project managers and technical teams for securing & executing concurrent projects.
- ✓ Effective interpersonal & business communication skills, focused on meeting customer expectations and achieving customer satisfaction, highly focused & self-motivated in fast-paced, demanding environments.

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## **EDUCATION**

- ✓ 2003 B.E. (Instrumentation & Control Engineering) from M.D. University, Rohtak, India
- ✓ 2005 M.B.A. (HR & OB) from Guru Jambheshwar University, Hisar, India

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## **CERTIFICATION & TRAININGS**

- ✓ Diploma in Advanced Computing, CDAC, Pune, India
- ✓ Amdocs Billing Product 6.0 Certified Professional

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## **AREAS OF EXPOSURE/ EXPERTISE**

### **Project Planning / Coordination**

- Implementation of project plans within strict deadlines.
- Delivery Management for technical deliverables of concurrent projects.
- Defining best practices for project support and documentation.
- Track delivery schedules and highlight schedule and effort variance.
- Recruitment, training and coaching of new engineers.

### **Client / Team Management**

- Understand and coordinate client's needs / enhancements, customization, software-related issue and consult with technical team to provide solutions in adherence to delivery schedules.
- Achieve customer satisfaction by ensuring service quality norms and building the brand image by exceeding customer expectations.
- Serve as Single Point of Contact / interface for supporting Client.
- Resource requirement analysis - H/W, software, and manpower.
- Meeting deadlines without compromising quality norms and adhering to SLA.
- Define escalation / response / resolution time for reported problems based on criticality.
- Develop, implement, and provide all kind of support for business application software for clients.
- Actively get involved during testing phases of the project and ensure that all necessary data and matrix are generated / maintained.

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## **TECHNICAL SKILLS**

- ⇒ Requirement gathering, Analysis and Scope Definition.
- ⇒ Application deployment in Production environment.
- ⇒ Effort Estimation
- ⇒ Team Management

#### **TECHNICAL DETAILS**

- ⇒ Domain Knowledge: Telecom Billing
- ⇒ OS : HP-UX, RHEL & Sun Solaris
- ⇒ Database: Oracle
- ⇒ Scripts: Shell Script
- ⇒ Application Server: WebLogic, WebSphere
- ⇒ Web Server: Apache, Tomcat
- ⇒ Amdocs Technology: Online Charging, Turbo Charging, Ensemble, CRM, OMS, APRM & ASMM

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#### **EXPERIENCE DETAILS**

**Since April 2006 till date working with Amdocs, currently as Technologies Manager**

##### **Key Projects:**

**Project : Vodafone Ireland**  
**Duration :** Feb 2015 to till date  
**Role :** Program Manager & SI Infrastructure Manager  
**Responsibility :** Responsible for the following activities:

- ✓ Production Operation for 15 + Applications providing L3 Application Maintenance Support
- ✓ Managing P1 Issues and coordination with relevant stakeholders
- ✓ Manage the HW requirements for 20+ Vendors for Test, Pre-Prod and Production systems with 650+ Servers and 100+ Databases.
- ✓ System Integration for 70+ Vendors with 500+ Integration points across 3 E2E Environments.
- ✓ Design Production System Integration aligned to Vodafone Security Standards
- ✓ Coordination between Vendors and providing guidance for Technical Issue Resolution

**Project : Telkomsel Indonesia**  
**Duration :** Aug 2012 to Feb 2015  
**Role :** Project Manager  
**Responsibility :** Responsible for the following activities:

- ✓ Complete Data Center Infrastructure build out, from Hardware delivery until System Integration/Application Readiness for Production.
- ✓ Implementation of Project to Production and ensure the smooth functioning until BAU.
- ✓ Direct Interactions/Meetings with customer providing updates and discussion for scoping of Operation for CRM & Contact Center Project.
- ✓ To ensure highest level of customer satisfaction by focusing on competency, domain knowledge and effective communication skills in different teams.
- ✓ Manage H/W upgrade with minimal or no business impact.

**Project : XL Axiata Indonesia**  
**Duration :** Dec 2010 to Aug 2012  
**Role :** Project Lead  
**Responsibility :** Responsible for the following activities:

- ✓ Direct Interactions/Meetings with Leadership and Client providing updates and discuss various on-going initiatives along with any new issues/initiatives.
- ✓ Managing the project from scoping, implementation, Production Deployment & ensuring that the Production system is running smoothly until BAU.
- ✓ Upgrade and design DR site, define Disaster Recovery Plan with pre-defined RTO & RPO based on criticality of applications.
- ✓ Manage H/W upgrade with minimal or no business impact.
- ✓ Prepare Capacity Forecast plans, review mid-term & long-term capacity requirements (6-12 months) based on business drivers/volumes and projections, tracked key risk indicators, and provided mitigating solutions for risks involved.
- ✓ Coordinating between customer, vendors & Amdocs teams for any P1 in production.
- ✓ Analyzing the Production Applications problem and defects.
- ✓ Setting performance goals and assessing performance in accordance with Project Manager.
- ✓ Escalations handling and supporting team members in various technical issues.

**Project : AT & T Mobility**

**Duration** : Oct 2009 to Dec 2010  
**Role** : Group Lead  
**Responsibility** : Responsible for the following activities:

- ✓ Smooth functioning of Production operations.
- ✓ Delivery Management of project deliverables.
- ✓ Analyzing the Production problem and defects.
- ✓ Change Requests & Escalation Management
- ✓ Defect logging, Defect Root cause analysis, Defect prevention and corrective action.
- ✓ Taking care of Training, Team Building activities and mentoring team members.
- ✓ Resources are used in an effective, efficient manner and the deliverables are delivered as per SLA's

**Project** : **Vodafone UK/HU**  
**Duration** : July 2008 to Oct 2009  
**Role** : Team Focal Point  
**Responsibility** : Responsible for the following activities:

- ✓ Coordinating between different Technical Teams.
- ✓ Delivery Management of project deliverables.
- ✓ Analyzing the applications problem and defects.
- ✓ Handling the first level escalation.
- ✓ Defect logging, Defect Root cause analysis, Defect prevention and corrective action
- ✓ Providing support for UNIX infrastructure for Testing teams for UT/SST/ST.

**Project** : **Sprint-Nextel & Bell Canada**  
**Duration** : April 2006 to July 2008  
**Role** : Senior Subject Matter Expert  
**Responsibility** : Responsible for the following activities:

- ✓ Providing UNIX environments for testing teams for UT, SST & ST.
- ✓ Analyzing the applications infrastructure problem and defects.
- ✓ Defect logging, Defect Root cause analysis, Defect prevention and corrective action

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#### **ACHIEVEMENTS**

- ✓ Award for Efficiency & Effectiveness in Feb 2007.
- ✓ Award for Efficiency, Effectiveness & Collaboration in April 2008.
- ✓ Recognition Award for Special Contribution of Service Delivery in Oct 2008.
- ✓ Award for Customer Centricity, Excellence, Efficiency, Effectiveness & Collaboration in Jan 2009.
- ✓ Certificate of Shining Star for outstanding performance in Sep 2010.
- ✓ Certificate for Appreciation for constantly improving professionalism, Dec 2013

#### **EXTRA CURRICULAR ACTIVITIES**

- ✓ Organized College Festivals during Graduation.
- ✓ Organized different Team events in Amdocs.

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#### **References**

##### **Mr. Meir Zeltzer**

Services Business Leader, Amdocs, Israel  
Email Id- [Meir.Zeltzer@Amdocs.com](mailto:Meir.Zeltzer@Amdocs.com)

##### **Mr. Amar Bahrani**

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Email Id- [Amar.Bahrani@amdcs.com](mailto:Amar.Bahrani@amdcs.com)

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#### **Declaration**

I hereby declare that the information furnished above is true to the best of my knowledge.

**(Uday Rajan)**