



ANKUR KAPOOR

DIRECTOR - SERVICE DELIVERY PRINCIPAL

CONTACT ME

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📍 Bangkok, Thailand

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AREAS OF EXPERTISE

Key Skills

Service Strategy, Service Operation, Stakeholder Management, Capex & Opex Optimization, Service Design, Service Transition, Business Development, Project Governance

Functional

Catalog, CRM, Ordering System, Charging & Billing, 5G Monetization

Tools & Frameworks

JIRA, Sonar, Sigma, Ginger, Jenkins, Smart AMT, Function Point, eTOM, Grafana, Kibana

Technology

Microservices, Cloud, IoT, Big Data & Hadoop, Kafka, Kubernetes, PostgreSQL

AWARDS

Employee of the Year 2015

At Amdocs Manila, Philippines

Experienced Principal with a demonstrated history of working in the telecommunications industry. Skilled in Production Management, Business Support Systems (BSS), IT Infrastructure Management, Telco and Management. Strong operations professional with Masters in Business Administration focused in Information Technology Management

WORK EXPERIENCE

SERVICE DELIVERY PRINCIPAL

Amdocs Thailand • Bangkok • Feb, 2022 - Present

Leading 5 managers covering DevOps, Support, SRE, Operation and FTCT with over 30 team members. Manage the overall operations program scope and maintain continuous alignment with strategic business objectives, set program plan, set priorities, and resolve conflicts, secure budget, and timelines

SOFTWARE ENGINEERING MANAGER

Amdocs Thailand • Bangkok • May, 2019 – Jan, 2022

Onsite technical manager for all Digital and Post paid Billing Applications. Led successfully Fast Track CR Team for delivering 20+ projects within 2 years

CONSULTING MANAGER

Amdocs India & Philippines • Manila-Pune • Jan, 2015 – May, 2019

Complete responsibility/accountability for solution management for major/ transformation/Fast-Track releases including conflict resolution and prioritization of activities across different phases of the project

SENIOR BUSINESS ANALYST

Amdocs India & Philippines • Dec, 2011 – Jan, 2015

Pre-Sales & Scoping activities such as presenting Product Demonstrations, defining and writing Statement of Work (SOW). working on Business Requirement matrix, Revenue Realization matrix, RFPs/ RFQs, Effort Estimation

BUSINESS ANALYST/ SOFTWARE DEVELOPER

Multiple • India, Malaysia • Aug, 2006 – Dec, 2011

EDUCATION

Masters in Business Administration (Information Technology)

S P Jain Center of Management (Dubai - Singapore), 2010 - 2011

Bachelor of Engineering (Computer Science)

MAIT, IP University, New Delhi, 2002 - 2006