

# Rinku Dalwani

404.245.2232 | [rinkood@gmail.com](mailto:rinkood@gmail.com)  
<https://www.linkedin.com/in/rinku-dalwani>

## Profile

- 15+ years of proven experience building & delivering IT Solutions for the Telecommunications domain.
- Proven track record of partnering with business teams, leadership reporting, and leading global, multi-cultural teams through complex, ambiguous and dynamic IT programs.
- 5+ years of program management and 6+ years of solution architecture and design experience on solutions from conceptualization to implementation.
- Successfully led & implemented T-Mobile's path breaking ideas for bundle and un-carrier portfolio.
- Currently co-leading Digital Transformation and Cloud Migration Program for T-Mobile's Billing and Customer domains.
- Experience in on-boarding, mentoring, and leading the global, diverse engineering teams (up to 40+ strong) and inspiring ownership, initiative, and collaboration.
- Proven ability to adapt quickly and gain proficiency on new processes, technologies, and business domains.

## Skills

**Program Management** – Team Mgmt., Requirement Engg., Negotiations, Influencing, Risk Mgmt., Data Based Decisions, Prototyping.

**Digital Architecture** – REST, Microservices, Domain Driven Design, Reactive Systems, Distributed Systems.

**Telecommunications** – Postpaid Billing, Customer Management, Product Management, Provisioning, Rating

**Programming** – C/C++, Pro\*C, Oracle, PL/SQL, UNIX, Shell scripting, Tuxedo, HTML, CSS, AngularJS

**DevOps** – User Stories, Rally, Jenkins, Maven, JUnit, PMD, JaCoCo, Splunk, Cloud Foundry.

## Professional Experience

### Program Manager – Commerce

Microsoft

Nov 2018 – Present

Seattle, WA

As a Program Manager for Microsoft's commerce product, I lead planning, execution and delivery of strategic, highly visible programs that enable premium experiences for customers and revenue opportunities.

- Developed product strategy and translated them to clear and succinct technical requirements backed by justifiable ROI.
- Defined and designed requirement keeping customer empathy, diversity, and inclusion in mind.
- Make detail and data driven decision.
- Understood technical challenges and feasibility in partnership with software development team.
- Drove rhythm of business within team and with partner teams to deliver planned items on time and at high quality.
- Build strong relationships and deliver results in cross-group projects.

## **Product Owner – Digital Billing Services**

*Amdocs (T-Mobile)*

*Aug 2017 – Nov 2018*

*Seattle, WA*

Help define and execute the business and technological Digital Transformation roadmap for T-Mobile's legacy Billing and Customer Management systems.

- Help define the Digital landscape and transformation goals and strategy for our legacy systems.
- Set up Digital infrastructure, platform and engineering practices for Billing domain teams.
- Digital Solution Architecture, design and delivery oversight for Waterfall, Agile and DevOps teams.
- Client Communication, Leadership reporting and leading multi-location development and design teams.
- Onboard, train, and mentor rapidly growing team in a fast paced, customer driven environment.
- Lead documentation and process definitions to establish digital-aligned, agile delivery practices.

## **Development Lead**

*Amdocs (T-Mobile)*

*Aug 2010 – Aug 2017*

*Seattle, WA*

Lead small to medium sized engineering teams through design and development of new features and enhancements across front-end, middleware and back-end subsystems for strategic, fast paced projects.

- Worked with architects and designers to define system and subsystem designs and cross-project strategy.
- Worked with external technical stakeholders to review and align integration designs and dependencies.
- Led 3 to 20+ strong engineering teams through project life-cycle, test support and post-production warranty periods.
- Developed tools and scripts to automate ongoing tasks and team co-ordination.
- Contributed to best practices and lessons learnt exercises from experience and learning.
- Led design guidelines definition and process changes to successfully lower unit and subsystem defects by over 30%.

## **Application Lead – Billing Services**

*Telenor (Amdocs DK Client)*

*Mar 2007 – Dec 2010*

*Denmark*

Lead analysis, assessment, scoping and delivery of new features and enhancements for the Billing and Revenue Assurance Management systems at Telenor.

- Worked with Business teams to define, groom product features and negotiate tradeoffs and iterations.
- Led complex integration designs, negotiating interactions, dependencies, and deliverables.
- Led and managed scoping, systems design, development for ongoing projects and strategic initiatives.
- Onboarding, training, and mentoring of new team members.
- Research and implementation of open source or self-developed tools to help team efficiency and productivity.
- Introduced tools and analysis aids to bring down scoping-to-delivery effort variance from 30% down to 2%.

## Full Stack Developer

Vimpelcom (Russia), O2 (Ireland), T-Mobile (UK), AT&T USA (Amdocs Clients)

Mar 2005 - Mar 2007

Pune, India

Development, testing and support of front-end, middleware and back-end systems for Amdocs's product suite at deployed at global telecommunication providers

- Worked with design owners and senior developers to define low level design and test strategies.
- Development, unit and subsystem testing, QA support and post-production support.
- Delivered Prototypes and Proof of Concepts for several fast-track, strategic initiatives.
- Acknowledged for zero-defect deliveries on several challenging projects.
- Developed automation tools for heavily manual and error prone tasks of environment preparation, local builds and deployment leading to time savings of up to 80%.

## Software Engineer

POLARIS SOFTWARE LAB

June 2003 - Mar 2005

Mumbai, India

R&D, designing and development for new Product initiatives.

- Responsible for high and low level technical designs and code reviews.
- Designed and developed a generic processing logic for the incoming SWIFT messages for Security Management Product Suite.

## Education

### Certificate in Data Science

University of Washington, WA, USA.

Dec 2016

### Bachelor of Engineering (Electronics)

University of Mumbai, India.

July 2001