## DR Goyal

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Telecom Domain: Infra , Applications, VAS & Data Services

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| **Experience Summary:**   * Over 20+ years of experience of which last 8 years in setting up IT Enterprise Architecture, Strategy, Infrastructure, Networks, Security, Data Services, VAS & Applications Planning, implementations & Operations in Telecoms (GSM/CDMA) * Good understanding of Telco ecosystem – Digital, Infrastructure, Cloud, Enterprise Mobility, Service Delivery Platform (SDP), MDM, VAS, Content, Data services, OSS/BSS, Self-Care , Blackberry, BYOD, PCRF, Data Core Network, Prepaid Platform, DWH ,MIS/BI , Data Services & optimization etc. * Project Management, Implementation & Commissioning of Telecom & IT Projects * Solution Design/Architecture, Strategy, Managed Services, Data & VAS Planning & operations * Techno-commercial Skill, Contract & SLA negotiation, including outsourcing & governance. * Rate Contracts for Major IT Items for On-Demand Availability & Scalability. * Biz Risk Management, Crisis Management ,Budgeting, Capex & Opex management for IT. * Outsourced & consolidated several platforms Like IN-OCS, CRBT, and SMSC etc. & saved up to 30% cost in Capex & Opex leading to enhancing feature & product offerings in the market. * Won “Change Master” IT Excellence Award in MTS (Year-2009) * Service Excellence Award for Extending Technical & Business Contribution in Subscribers New Activation Process. * Cross Functional Engagement & Alignment. * Managed Services, Ops Excellence, NOC & day to day Operations. * Create business opportunities with cutting edge technical solutions in all domains * Strong , positive attitude ,always available & problem solving skill. * Passion to work on latest Digital technology and trends and part of DigiDM program. |

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| **Carrier Path :**   * Wipro Ltd - Head-Delivery November 2013 - Present (2 years 9 Month) * MTS – Head –IT Strategy & Architecture Div. January 2012 – Nov- 2013 (1 years 10 months) * MTS – Head- IN-Core-VAS-Data-Services Div. May 2010 – January 2012 (1 year 9 months) * MTS –Asst. Director - IT October 2008 – May 2010 (1 year 8 months) * Bharti Airtel Ltd. –Sr. Manager (IT & Innovation) March 2007 – Sept. 2008 (1 year 6 Month) * Houston Technologies Ltd. - Sr. Manager December 2005 – March 2007 (1 year 4 months) * CMS Computers Ltd. –Product Manager March 2002 – December 2005 (3 years 10 months) * Reliance Telecom Ltd. – Manager Data & Billing September 2001 – March 2002 (6 months) * CMS Computers Ltd. –Specialist –Projects February 1996 – September 2001 (5 years 8 months) * Samtech – Network Engineer September 1995 – February 1996 (5 months) * PIS Pvt Ltd. – Customer Support Engineer June 1993 – September 1995 (2 years 4 months) |

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| **Key Skill Strengths** | | | | |
| Innovation | Technology Evaluation | Presales | IT Strategy | Solution Architecture |
| IP/MPLS | SOA/BPM | RFI/RFP | Product/Service Strategy | Enterprise Architecture |
| Program/Project Management/Devops | IT Security | Analytics | IT Infrastructure | Managed Services Delivery |
| Enterprise Mobility | Cloud Platform & Services | SDP/VAS | Digital | DATA Services (CSD,GPRS,PDSN,LTE Optimization) |
| PCRF & MDM | Mobile Commerce | OSS/BSS | Operations Excellence | Messaging-SMS/MMS/BB |
| Networking/Packet-Core/SDN/NFV | DR/BCP | ITIL/Six Sigma | Analytics | Techno-Commercial |
| Windows/Unix/Linux | VMWARE/Virtualization | DB | NMS | Agile |

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| **Experience in detail:**  **Delivery-Head with Wipro Ltd. :** Handled Uninor Account from technology guidance perspective & Management for “Centre of Excellence”. Contribution in multiple RFP like Omni Channel, One BI & CCBS etc.  **Kuwait ZAIN Project: Delivery -** Data Centre & Data Core Modernization for LTE Data Service & Optimization consisting of Caching, Video Optimization, URL Filtering , Security, DNS,CDN & wifi services etc.  Zain is one of the leading operator in Kuwait providing 2G/3G/4G Services.  **Viva Bahrain Project : Delivery –** DWH/BI Implementation on Microsoft Platform with development of ETL, KPI,s, Reporting & Dashboards during initial critical phase of project.    **Telenor-Myanmar Project:**  Program Management for Ops Transition.   * Established a Team of Ops for OSS/BSS & Enterprise Applications. * Internal Training Program for Ops Resources as per Applications/Infra Requirement, saving Opex for company. * Formalized all Services, Security Processes, Infra & Apps SOP, s as per ITIL. * Architecture Recommendation for Application & Infra Performance, Scalability & Availability perspective. * UAT, PT & HA Testing for Infra & Apps. * Alerts Automation for Applications * ITSM & NOC/SOC Tools implementation as per best practice.     **Vodafone Pune :** Currently driving Ops Excellence on ServiceNXT Framework for Vodafone Enterprise Biz.    **Deputy Director, Head - Strategy & Architecture Division with MTS :** MTS is a leading Data CDMA telecom operator providing Data (3G-RevB ),VAS & Voice offerings.   * Established a Team for Solution Design & Enterprise Architecture * Established a proper CR/NR & Project Management Process & Tools. * IT & Network Strategic Alignment. * IPv6 Readiness for DC Network & Web-Sites. * Vendor Relationship Management. * MTS IT Strategy for Year 2012, 13 & Architecture Roadmap * Budget Planning, adherence to GovernanceFrameworkand uptoBiz Satisfaction. * Architecture Recommendations for all IT Applications, Infrastructure & Services. * RFP Preparation & Release for Cloud Platform & Services, EAI/BPM & DWH/BI * Evaluation of DWH/BI/Analytics, SFA & IDAM etc. * BSS - CRM/Billing Consolidation & Migration Strategy. * Solution Design for all IT Requirements. * Creation of all Architectures for Applications (OSS/BSS) & VAS.   **Assistant Director, Head – Infra, IN & Data-Services:** MTS is a leading Data CDMA telecom operator providing Data (3G-RevB), VAS & Voice offerings.   * Roll-out of Data Services keeping scale in mind. * CCG(GTP to Diameter - CSG2),BMA,PCRF Planning, Implementation & operations for Data Services. * IN-OCS Consolidation, Expansion & Version Upgrade for New Voice & Data Products increasing Length & Breadth of Offerings in the Market.(Saving approx. 3 Million$) & Launching new prepaid Products. * CRBT Expansion & Revenue Share Deal saving Major Capex approx. 2.5 Million$ * MMSC, Bulk GW & SMSC Expansion. * MNP Gateway & Roam-ware Welcome SMS Planning * Outsourced CCT Planning * Recommendations for CVP,UTIBA,SAP Platforms * LAN/WAN/Security Planning & Implementation for DC,s & Circles. * Roll out of Internet Gateways & Caching Solution for Data Services. * POC for Data Optimization and Analysis Products. * DC Passive Infra Planning for Green DC. * Systems/SAN/Storage/Backup/Network & Security Planning for DC,s. * Budget Planning & Cost Optimization. * Private Cloud System Setup for VAS Services & Applications. * DR/BCP Planning & Implementation for Critical Applications like Profile-Engine,BMA,PCRF,CCG for Data-Services   **Sr. Manager, Bharti Airtel Ltd. :** Airtel is Number One GSM telecom operator providing Data, Voice & VAS offerings.   * LAN/WAN/Security Planning & Implementation for DC * Systems/SAN/Storage & Backup Planning & Implementation for VAS Applications. * Blackberry Services Architecture Redesign for QoS , Performance & Availability. * Responsible for Integration, Testing, Implementation & Operations of Service Delivery Platform. * Standardization of Processes wrt Operations. * Responsible for 24\*7 DC Operations, * Budget Planning for DC & VAS Applications. * Operationally managed IBM for SDP, DC, Networking and multiple partners for System Infra & VAS Applications like CMS, SMS2.0, Bulk GW, MMSC, PVR, AD-Tag, Mobile Backup etc. * Internet Gateways * Managed E2E Blackberry Service for PAN India.   **Sr. Manager, Houston Technologies Ltd.:** Houston Primary Focus is on Telecom & IT Solutions like OSS/BSS/NMS, Soft Dev, and Network & Security Consultant etc.   * Railtel MPLS Project – MPLS Services   38 Locations Country Wide MPLS on Juniper Routers with MPLS FCAPS Tools Like Infovista & Dorado.   * MTNL Broadband Project –Triple Play Services   12 Locations Juniper BRAS with Metasolv Provisioning System & Dorado Management Solution.  **Product Manager, CMS Computers Ltd.. :** CMS Computers ltd is one of the best System integrators and Enterprise Solution Providers. They are premier partners with HP, IBM, SGI, Storagetek, Cisco, Enterasys, 3com, Nortel, Juniper etc.   * Pre-Sales for Enterprise Solutions in Infra Including IBM iSeries for Entire North Region. * Meeting enterprise customers to understand their requirement to provide viable solutions. * To brief & coordinate with project execution team for implementation of the projects. * Responding to RFPs, Conducting product trials, solution demos to the prospective clients, technical proposal, sizing, Bill of material, effort estimation as well as supports the sales team in preparing commercial offers/ proposals * Handled Major Project Delivery also like Air-Force, Power-Grid, Daksh & NABARD etc.     **Manager, Data & Billing Reliance Telecom Ltd. :** Reliance Telecom Ltd.   * Managing the Implementation of Comverse Prepaid Billing system and Comverse Voice Mail system for Fixed Wireless and Mobile Subscribers. * 3com IWF Integration with Nortel CDMA Switch to Provide data and Internet to wireless fixed terminals and mobiles * Successful CDMA Circle Launch for Voice & Data Services.   **Technical Specialist - Projects CMS Computers Ltd.. :** CMS Computers ltd is one of the best System integrators and Enterprise Solution Providers. They are premier partners with HP, IBM, SGI, Storagetek, CISCO, Enterasys, 3COM, Nortel, Juniper etc.   * Project Planning and Implementation of Large Enterprise Solutions. * Large projects Rollout like Airtel-WAP, Essar-Cellphone, Reliance, NSIT, Tata Finance, AAI, NHPC, BHEL, EIL, SBI, IDBI, Citibank, ABN Amro Bank, IOCL, Amex, CSC etc. * Novell, Linux, Windows, Unix Platforms, LAN/WAN, Security, Video Conferencing & Enterprise Projects having mix of Technologies & Platforms.   **Details of Airtel WAP Project :**  A Unique project in year-2000 for Launching Data & VAS Services Like WAP, Fax, GroupSMS, Email, Content Portal, and VPN & Internet on Mobile services for three circles (Delhi, AP, and KK). Secured & Automated Self Provisioning of Subscribers for availing these services. I was instrumental in launching this project & after that heading the on-site operations for approx. One year. Project was consisting of Phone.com WAP-GW, Right Fax, Checkpoint Firewalls, Sun Sparc Servers, VERITAS FS, Cluster & Backup, Storage-Tek Storage & Lib, Cisco Routers, Caching, AAA , 3Com Switches & Total Control RAS, and Anti-virus GW for Email, SMSC & Telecom Switch Integration etc. All Configurations did in HA with NSOF at all Level .Using VERITAS, Stone Beat Clustering SW for Web, Application & Checkpoint FW level. Mobile Device Management & Configurations for VAS Services. |

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| **Training & Development Summary:**   * 50+ Future Ready Technical Sessions on Digital, Analytics, Devops, Cloud, Enterprise Architecture , Artificial Intelligence, IOT, Open-Source, Next Generation Network & Platforms. * TOGAF 9.1 EA Training from iCMG * DigiDM “ Deliver Digitally” Digital Program Management Training * Six Sigma Green Belt Training * PMP Training * Oracle SOA/BPM * Team Management Training * Leadership Trainings * MTS MLOT Program * HP Sales & Presales Certification for Enterprise Solutions- 2004/2005 * CA Certified Unicenter Pre-Sales Consultant * Comverse Prepaid & Voice Mail System Training * CNE, MCP, Compaq ASE Certification Year -1998 * Solaris, AIX Training * Cisco/Juniper Training * VERITAS Training on FS, Clustering & Backup – 2000 * Landmark SELP & AOL |

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| Educational Qualification:   * **MBA ( Marketing & IT )** * **4 Years Engg. in Electronics** | **ICFAI University**  **YMCA Faridabad** |

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| **Achievements:**   * Won “Change Master” IT Award in MTS Year-2009 (Year when all Circles were Launched) * “Service Excellence Award” for Extending Technical & Business Contribution **“New Activation Process”** in MTS Year 2012-13 * Best Engineer Award in CMS – Year 1997. |

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| **Personal Details:**  **Date Of Birth-** 11th-April-1972  **Marital Status-** Married  **Passport Number-** K7269567 |

**DR Goyal Date:-11-07-2016**