MRITUNJAY KUMAR

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PROFILE SUMMARY

Overall 12+ years of experience in IT Industry with rich expertise of *E2E Technical Project Management* and *Delivery/Program/Demand/Vendor/Test Management* with strong leadership, inter-personal & *Customer Relationship Management* skills.

Functional expertise in Telecom (*E2E Mobile Applications including all network elements, OSS/BSS, Service Delivery Platform, Mobile Money(including ATMs, Banks & 3rd Party Integration), VAS & etc.*), Health Care, Geographical Information System & Financial domain.

CORE STRENGTHS

- Project Management
- Delivery & Program Management
- Vendor & Client Management
- Software Test Management
- System Integration
- People Management
- User/Customer Acceptance Testing (UAT/CAT)
- Solution Deployment
- Operational Readiness Testing (ORT)

- AVPN (Layer 2 Ethernet MIS)
- Service Delivery Platform (SDP)
- Mobile Money Platform
- Ericsson Converge Wallet (ECW)
- E2E Mobile Applications (including N/W elements)
- Value Added Services (VAS)
- OSS/BSS
- Internet Protocol Contact Centre (IPCC)
- Fix line (PSTN)

CHRONOLOGY OF PROFESSIONAL EXPERIENCE

Tech Mahindra Ltd., Bangalore IND   **Mar.2007 – Present**
Project Manager

FCG Software Services (I) Pvt. Ltd., Bangalore IND   **Sep.2006 – Feb.2007**
QC Engineer

Aryaan Solutions, Bangalore IND   **Jun.2006 – Aug.2006**
Test Engineer

Infotech Enterprises Ltd. [Tele Atlas (I) Pvt. Ltd.)], Nioda (UP) IND   **Oct.2001 – May.2006**
DCA Level 1 (QA)

OVERSEAS / CUSTOMER LOCATION EXPERIENCE

 # Operational Readiness Testing (AT&T, USA) – Oct'13 to Nov'13 (From Dec'13 to Apr'14 operated BAU from India)
Role: Production Test Manager Lead
Location: Dallas, TX
Contribution:
- Actively participated in contract finalization
- Develop & executed the transition plan for entire program
- Provided training to onsite contractors to start the transition
- Taken transition from existing vendor
- Brought back the current BAU operation in steady state

 # Mobile Telephone Network (MTN, Uganda) – Mar'12 to Aug'13
Role: IT Hub Project manager (Client Project Manager)
Location: Uganda, Africa Region
Contribution:
- Implemented "Service Delivery Platform (SDP)" in 5 OpCos (Uganda, Zambia, Rwanda, Swaziland & South Sudan)
- Owner of all third party/aggregators/services integration/on boarding on SDP

- Owner of Mobile Money Platform to implement all new Demand/Change Enhancement Request and Integrated Bank ATMs, Bank Push-Pull and third party integration like; URA, National Water and so on.
- Completed the due diligence for Mobile Money platform to swap out from Fundamo (A VISA Company) to Ericsson Converge Wallet (ECW)
- Have done 50+ deployments in SDP & Mobile Money space.

Huawei Enterprise (Huawei, Bangalore) – Apr'10 to Feb'12
Role: Stream Lead
Location: Bangalore, India
Contribution:
- Single point of contact for customer
- Responsible for all deliveries under IPCC space for Huawei's customers
- Project & Delivery Management

AWARDS / RECOGNITIONS
➢ Got lots of customer appreciation at onsite (MTN, Uganda) for Service Delivery Platform & Mobile Money
➢ Got Most Valuable Team Player Award in Tech Mahindra Ltd. In 2008
➢ Got Best Performer Award in Tele Atlas (I) Pvt. Ltd. In 2005

ACADEMICS & PROFESSIONAL CERTIFICATIONS
- Master Of Labour & Social Welfare from Magadh University, Bodh Gaya, India, 1997
- Bachelor of Science (Physics Hons) from Magadh University, Bodh Gaya, India, 1994

- PRINCE2 Foundation (Project Management) certified from APM Group – UK , 24th Sep'2008
- Pursuing PMP certification

TRAINING & WORKSHOPS
- Service Delivery Platform workshop at MTN, Uganda: Apr'2012
- Demand Management workshop at MTN, Uganda: May'2012
- Ericsson Converge Wallet (ECW) workshop at Ericsson, Uganda: Oct'2012
- PRINCE2 Foundation certification training: Tech Mahindra Ltd., External training, Sep 2008
- Joining the Dots: Customer Experience Event at Infosys, Mysore by British Telecom, UK in Mar2008
- Defect Prevention & Metrics Training: Tech Mahindra Ltd. internal training, Nov 2007
- Basic Telecom Training: Tech Mahindra Ltd. internal training, Oct 2007
- QTP Training: Tech Mahindra Ltd. internal training, Jun 2007
- Software Estimation Training: FCG Software Services. External training, Dec 2006
- Rational Robo Training: Tele Atlas (I) Ltd. internal training, Jan 2004
- Test Methodology and Process: Tele Atlas (I) Ltd. internal training, Apr 2004

Refer below the Annexure for Project Details:

ANNEXURE

KEY PROJECTS:

Title	:	**Ziggo Functional System Integration Testing**
Client	:	Ziggo, NL (Leading Cable Operator)
Period	:	May'14 – Till date
Role	:	Project Manager
Domain	:	Telecom (DishTV & Telephony)

Synopsis : TechM is having partnership with Ziggo for their transformation program, SIT is a test phase wherein TechM is responsible to validate & verify the integrated systems across stack – PSS, OSS and BSS, products and their E2E business journeys.

- ➡ Overall owner for Ziggo SIT
- ➡ Customer facing on daily basis
- ➡ Team Management
- ➡ Manage planning, execution & reporting
- ➡ Preparing Work Package Agreements, Quotes & Contracts
- ➡ Preparing Resource Ramp-up Plan
- ➡ Monitoring/tracking/reporting the Test Deliveries

Title	:	**Operational Readiness Testing (ORT)**
Client	:	AT&T, USA
Period	:	Sep'13 – Apr'14
Role	:	Production Test Manager Lead (AVPN)
Domain	:	Telecom (AT&T Virtual Private Network)

Synopsis : TechM is having partnership with AT&T to drive the Post Production Testing/Operation Readiness Testing & UCT (User Certification Testing) on behalf of AT&T along with their business users & live customers into following product family:

- ➡ BVoIP (Business Voice over IP)
- ➡ **AVPN (AT&T Virtual Private Network)**
- ➡ Overall owner for AVPN UCT & ORT testing
- ➡ Customer facing on daily basis
- ➡ Manage business users for upcoming UCT & ORT
- ➡ Review the TSM (Test Scenario Matrix)/WP (Work Package)
- ➡ Planning & Estimation
- ➡ Providing training to respective stakeholders for ORT
- ➡ Preparing Work Package Agreements, Quotes & Contracts
- ➡ Preparing Resource Ramp-up Plan
- ➡ Monitoring/tracking/reporting the Test Deliveries for AVPN area
- ➡ Collecting & Analyzing the Project Test Metrics

Title	:	**MTN SEA Hub Service Delivery Platform** (Implementation/Systems Integration/E2E Testing)
Client	:	MTN Uganda, Kampala
Period	:	Mar'12 - Aug'13
Role	:	Project Manager (SEA Hub)
Domain	:	Telecom (Service Delivery Platform & Mobile Money)
Synopsis the	:	TechM is having strategic SI partnership with MTN, Uganda to provide the technical support and own E2E Project(s)/CERs delivery/implementation.

- ➡ "**MTN SEA Hub Service Delivery Platform**" is the largest program for MTN, which is catering 22 countries (One Central Node along with 8 Regional Hub). Uganda is one of the Regional Hub which caters Uganda, Zambia, Swaziland, Rwanda, South Sudan & Botswana.
- ➡ **Mobile Money** is one of the LOB (Line of Business) of MTN, which cater mobile money services to mobile users like; P2P (Peer to Peer) money transfer, Taxes, Utilities Bill Payments via USSD/STK/Portal, General Mobile Money features enhancement, Bank ATM Integration & Bank Push/Pull services and 3rd Party services.
- ➡ **ECW (Ericsson Converge Wallet)** is one of the strategic moves for MTN to migration all mobile money services into Ericsson platform from existing different platform (Visa/Fundamo, Gemalto and others).
- ➡ Overall owner of below MTN's projects in terms of E2E Project/Delivery/Programme Management activities.
- ➡ Single point of contact for MTN's largest platform Service Delivery Platform & Mobile Money
- ➡ Customer facing on daily basis and responsible for their deliveries
- ➡ Vendor Management for respective projects/programs

- ➡ Owner for solution deployment into production and make it live & launch into market.
- ➡ Review the Requirements/solutions
- ➡ Defining the delivery roadmap
- ➡ Conducting Business User Acceptance Testing
- ➡ Planning & Estimation
- ➡ Review vendor's Work Requests & Signoff
- ➡ Monitoring/tracking the Deliveries
- ➡ Collecting & Analysing the Project Metrics
- ➡ Project Status Reporting and facilitation of Project Management Review

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Title	:	**Huawei Enterprise** (Systems Integration / E2E Testing / Implementation)
Client	:	Huawei, India
Period	:	Apr'10-Feb'12
Role	:	Project Manager
Domain	:	Telecom (IPCC Contact Centre Solution)
Synopsis	:	TechM is having strategic partnership with Huawei to provide the technical support for their vendors / customers into following silos:

- ➡ BSS/OSS
- ➡ Consumer
- ➡ **Enterprise**

Enterprise was having following product portfolios, which cater system integration, demos, customization & configuration, implementation, deployment & live support across globe:
- ▪ Internet Protocol Contact Centre (IPCC).
- ▪ Unified Communication (UC).

- ➡ Facilitating as an overall owner for enterprise deliveries & programme management.
- ➡ Interacting with customers on daily basis.
- ➡ Reviewing the requirements, defining the test delivery roadmap and handling planning & estimation.
- ➡ Preparing work package agreements, quotes & contracts.
- ➡ Preparing Resource Ramp-up Plan. Collecting & analyzing the project metrics.
- ➡ Accountable for project status reporting and facilitation of project management review.

Title	:	**ContractSDK – (E2E Testing)**
Client	:	British Telecom, UK
Period	:	Dec'09–Mar'10
Role	:	E2E Test Consultant
Domain	:	Telecom (PSTN & Broadband)
Synopsis	:	The aim of the Contracts SDK programme was to build a contract management solution that reduces people intensity, the occurrence of failure and ensures success during contract bid, transition and transformation. Addressing these specific areas will significantly improve the margin on MNC deals.

- ➡ Analysed the E2E testing requirements / scopes from all stake holders.
- ➡ Collated the test requirements for defining the test strategy.
- ➡ Handled resource & E2E Estimation, planned and defined E2E Testing Roadmap according to ContractSDK (Andes Programme).
- ➡ Prepared work package agreements, quotes & contracts and resource ramp-up plan.

Title	:	**Andes Migration – (Data Migration)**
Client	:	British Telecom, UK
Period	:	Oct'08–Nov'09
Role	:	Project Manager (Delivery & Programme)
Domain	:	Telecom (PSTN & Broadband)
Synopsis	:	A part of Andes transformation programme, in which systems & process rationalization for BTGS. All the functionalities, Data & Users needs to be migrated into the target system without impacting the "Business As Usual". Reducing the 72% of existing system's data, users & functionalities needs to be migrated into new strategic stake (target system) in defined time frame. To address these issues, Tech Mahindra will carry out the system transformation solution, which will not only involve migrating the existing home grown legacy application to strategic system stack but will also implement resultant process changes to take full benefit of automation in BTGS business.

- ➡ Handled all project management activities for data migration; collated and analyzed the test requirements.
- ➡ Defined the test strategy.
- ➡ Engaged in resource & data migration estimation, planning and defining the data migration testing roadmap according to Andes Transformation programme.
- ➡ Prepared:

- o Work package agreements, quotes & contracts.
- o Resource ramp-up plan and business continuity plan.
- ➡ Monitored data migration test deliveries.
- ➡ Executed project status reporting for project management review.

Title	:	**Andes Transformation (Programme Management)**
Client	:	British Telecom, UK
Period	:	Jul'08–Sep'08
Role	:	Team Member
Domain	:	Telecom (PSTN & Broadband)
Synopsis	:	Andes were a System & Process rationalization programme for British Telecom Global Services (BTGS). The programme aimed to rationalize over 1000+ systems (In Scope – 740 Systems in which 530 system were identified for decommissioning) in BTGS to a Strategic Stack for L2C, T2R & C2M for all products, which served products / geo / customers / contracts.

- ➡ Analyzing the System Closure (around 530+ applications).
- ➡ Overall estimation for System Closure.
- ➡ Defining the System Closure.
- ➡ Mapping the System Closure Roadmap into Andes Transformation Plan.

Title	:	**Equinox Feature Line & Equinox BAU CRs – (E2E Testing)**
Client	:	British Telecom, UK
Period	:	Dec'07–Jun'08
Role	:	Project Leader
Domain	:	Telecom (PSTN & Broadband)
Environment:		One View 14.0, One Siebel 7.0, EcoRepair, Fast Repair, Copal, Staa, CSS
Synopsis	:	BT Telecom was a leading telecom service provider in UK. TSR (Telecom Strategic Review) regulatory body was responsible to provide equality between BT and other private service providers. The systems and products used by the BT and other private service providers should be same. This project consisted of testing L2C and T2R for different LoB's which included Retail, Global Services and Wholesale Market. L2C included provisioning of single and multiple PSTN line, Auxiliary Lines, Network features, Calling Features and Wholesale products. Others include modify, cessation, escalation, transfer and amend. T2R includes raise fault, amend fault, cancel fault, and escalate fault and Confirm/Reject Trouble Report.

- ➡ Led the Equinox Featureline & BAU CRs. Prepared test plan, test reports and test metrics.
- ➡ Interacted with E2E Delivery team.
- ➡ Provided functional inputs to the component teams.
- ➡ Prepared daily, weekly & cumulative status reports.
- ➡ Coordinated Telecon (bridge call) with onsite and clients.
- ➡ Oversaw the audits; used the defined standards, procedures and process & framework by quality management group.

Title	:	**Open Reach Test Automation Centre (ORTAC) – (Automation Testing)**
Client	:	British Telecom, UK
Period	:	Mar'07–Nov'07
Role	:	Team Leader
Domain	:	Telecom (PSTN & Broadband)
Environment:		One View 14.0, One Siebel 7.0, MainFrames, .NET, Java, DB2

Title	:	**First Contact V2.1.4 – (Product Testing)**
Client	:	British Columbia NurseLine, AvMed, WellPoint and BeyHealth
Period	:	Sep'06–Feb'07
Role	:	Test Lead/QA Engineer
Domain	:	Health Care
Environment: SQL		JBoss V4.0.2, JDK 1.4.2, Struts 1.1, JSP 1.1, Servlet2.2, Windows 2000, MS VSS, IE 6.0 and MS Server 2000