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**Objective**: *A Project Management/Program Management assignment with a reputed company in the Telecom/Datacom industry*.

Telecommunication Engineer with 13+ years of rich experience with Infosys Ltd •Experience of working on projects for Cisco and Lucent Technologies •Adept in program management coordinating teams across multiple time zones – China, Germany, USA & India •Highly capable project manager with the record of anchoring major assignments, completing on time & within budgets and winning client accolades •Proficient in client facing for all matters from requirement gathering, project coordination, testing, user acceptance & deployment, post deployment support and management of issues and escalations •Skilled in preparing project proposals, estimates, budgets, resource allocation, planning & prioritizing leading to consistently superior outcomes •Well versed in generating and recommending ideas and action plans for continuous process improvements enhancing performance & productivity •Comprehensive expertise in software testing/automation lifecycle •Good understanding and implementation experience of CMMI & TL 9000 •Conversant with Six Sigma •Outstanding communicator with high impact presentation skills •Adept in building a conducive working & learning environment promoting retention of talent •Skilled in leading, mentoring and motivating teams eliciting superior performances •Onshore experience in the USA with Cisco & Lucent •Currently on a sabbatical after the birth of my child

**PROFESSIONAL EXPERIENCE**

**INFOSYS LTD**, Bangalore, <http://www.infosys.com>, Oct 1998 to Jun 2012

**Program Manager/Project Manager**

* Reported to the Delivery Manager and led a team of 20 in managing **offshore programs with multiple teams across the world** – China, USA, Germany and India – developing network solutions for clients like Cisco & Lucent.
* Managed **estimation & scheduling and budgeting & resource allocation** of projects to ensure completion within budgets and on time.
* Managed all **client interfaces** coordinating with the client manager/team to capture requirements, provide regular status updates and resolve issues & escalations.
* Managed **network topology** design & review, **deployment** planning & execution and **security audits** of customer/partner/end user sites meeting client requirements.
* Planned, ordered and monitored **shipment of network equipment** to various sites.
* Ensured **quality assurance** of projects by conducting code reviews and audits for **CMMI and TL 9000** compliance
* Coordinated **CSAT & finance management** at the account – a set of ~25 projects serving the same client - level
* **Customer Satisfaction Surveys**: Collated CSAT scores of all the projects in the account, analysed and identified areas for improvements and areas appreciated by the client. Collaborated with Project Managers and teams and formulated action plans to improve the overall CSAT of the account. Tracked action items to closure.
* **Finance Management**: Worked in a two member team and monitored projects in the account to ensure recovery of revenue and matching of staffing with revenues. Followed up with project managers for rectification of inconsistencies.
* Was the **Editor in Chief of the in-house newsletter** of the Offshore Development Centre.

**Achievements**

* Managed **one of the three projects** selected in the account for **TL 9000 audits**. Passed with **zero NCR/observations** resulting in **TL 9000 certification** for the account.
* Reduced the **turnaround time for deployments by 25%** by implementing quality processes, documentation systems and automating the pre and post deployment testing.
* Reduced the **time for training new engineers by 50%** by developing WebEx recordings of all modules and introducing required documentation.
* Reduced the **turnaround time for test results** **reporting** by designing a results reporting tool & GUI interface for executing test cases. This improved **productivity by 15%**.
* Reduced the **number of duplicate & invalid defects in a testing project by 30%** by implementing quality control processes and internal reviews.
* Reduced the turnaround time for **sanity testing** of SONET/SDH protocols on Cisco optical ADMs from **48 hours to <35 hours** by identifying redundant test cases in terms of the code flow and **further to 24 hours** by reducing manual intervention by using available tools for scheduling tests.
* Received **individual excellence award** from Cisco for excellent performance and contributions to sanity testing an important release for SONET/SDH.
* Innovated and implemented measures for **team building** like internal awards, titles, tech groups and achieved **zero attrition** in the last two years as Project Manager.
* Organized a **technical fest** with technical dumb charades, treasure hunt & cross word enhancing learning and making learning fun, 2008

**Projects**

* **Security System deployment for Cisco partners across the world** Role: Program Manager Duration: May 2009 to Jun 2012 – Successfully deployed the Cisco core network solution at **more than 25 partner sites**.
* **IP Security testing & test automation on Cisco routers** Role: Project Manager Team Strength: 20 Duration: Jun 2006 to Apr 2009 – Managed development testing, manual testing and test automation of IP security protocols like IPSec/PKI, NAT, SSLVPN & ACL on Cisco routers. Project tasks included test planning & design, test topology design & implementation, automation using TCL/Expect, test escape analysis of defects found by the customer and maintenance of the automation framework. Achievements: Delivered the **complete automation suite** for development testing of two new features of Cisco 7200 routers. Won **high client appreciation** for on time delivery and quality performance. Modularized the team for better management & control **improving productivity by 12%**. Reduced the number of **duplicate and invalid defects by 30%**. Successfully faced external audit leading to **TL 9000 certification**. Nominated for the half-yearly **Best Project Award** in 2008.
* **Automated sanity testing of SONET/SDH protocols on Cisco Optical ADMs and automation using TCL/Expect** Role: Analyst Programmer/Module Lead Team Size: 4 Duration: Jan 2002 to May 2006. Achievements: Developed the **framework for automated sanity testing** using object oriented concepts with the help of *incr TCL* which **improved maintenance** of the automation codes and significantly **enhanced flexibility & reusability**. Optimized usage of resources by building an **integrated test topology**. Reduced **test turnaround time to 24 hours**. Received a **Cisco Individual Excellence Award**. Was **appreciated by the client manager** for contributions to the **off shoring of the entire sanity testing process** within one month.
* **IP/ATM/Frame Relay – bug fixing and minor enhancements on Lucent Core Switches** Location: Onshore at Lucent Technologies Boston USA Role: Analyst Programmer Team Size:20 Duration: Feb 2001 to Jan 2002 – Coordinated with the development & test teams for test planning of new features. Analysed and recreated faults reported by the test team, tested on specially set up/available test set ups, fixed the bugs and coordinated with the test team to verify the bug fix.
* **SNMP Testing on Ascend-Lucent Edge & Core switches** Role Software Engineer Team Size: 4 Duration: Oct 1998 to Jan 2001 – Gathered requirements by analyzing MIB files, mapped MIB objects with tangibles on the switch, designed test cases, assessed feasibility for automation, automated with TCL/Expect and integrated new test cases with the existing test suite. Achievements: Eased execution of test cases by developing a **TCL/TK GUI interface**. Framed a **new results reporting template** for easier search & reporting of faults.

**Career Path**

* **Project Manager** (Jun 2006 to June 2012); **Programmer Analyst** (Jan 2002 to May 2006); **Software Engineer** (Oct 1998 to Dec 2001)

**EDUCATION**

* **BE Telecommunications Engineering**, Sir M Visvesvaraya Institute of Technology Bangalore (<http://www.sirmvit.edu>), Bangalore University, 1997 First Class, 68%

**TRAINING**

* **Six Sigma** – Training & Implementation on an ongoing project
* **Project Management Professional (PMP)**, SABCONS India
* **CMMI** Awareness & Software Quality Processes
* **TL 9000** Quality Management System Awareness
* **Interconnecting Cisco Network Devices**
* **TCL/Expect**
* **C, C++, UNIX**
* **Soft Skills** – Planning & Prioritizing, Client Interfacing, Effective Meetings, Business Presentation Skills, Cross Cultural Skills (US & UK), Team Work

**TECHNICAL SKILL SET**

* **Network protocols** – TCP/IP, ATM, Frame Relay, SONET, SDH, SNMP, IPSec
* **Automation languages** - TCL/Expect
* **Programming languages** - C, C++
* **Products** - Lucent Core Switches, Cisco Optical ADMs, Cisco routers and switches (7200, 3600, Cat6k)

**PERSONAL PROFILE**

* Date of Birth: 2 January 1976
* Languages: English, Hindi, Kannada
* Nationality: Indian
* Interests: Writing blogs & poetry, Reading, Singing
* References: Available on request
* Preferred Job Location: Bangalore