**Rajini Yadav K** Email: [**rajini\_yadav@yahoo.com**](mailto:rajini_yadav@yahoo.com)

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A motivated, committed and passionate Telecom Professional with over 15 years of experience in IT Industry spanning diverse Technologies/Industry Domains.

Committed to pursue leadership positions/career in IT Quality/Project Management/R&D Delivery/Transition Management/Consulting. Experienced in leading the entire project life cycle, handling feasibility through requirements definition, design and development, implementation, integration and quality assurance, launch and production support.

Proven track record on verification and integration, technical project management and customer quality management.

Currently pursuing PMP and looking for an opportunity in Quality Management/Technical Project Management/Program Management positions in IT industry in a company that permits technical and professional growth, alongside providing an opportunity to work on cutting-edge technologies.

**Current role, Heading Quality for Vodafone account at Redknee Technologies:**  Main responsibility of this role is to meet/exceed customer agreed KPIs on End-to-End deliverables which includes- phases of solution planning, project planning, implementation, operations and managed services. I am the owner of all Improvement Programs and responsible to Implement ISO 9001:2008 Quality Framework for RECC project and ensure compliance.

**Professional Expérience**

Total **15+** years of experience:

* 1.6 years of Quality Management – Telecom
* 3 years of Technical Project Management & System Integration (Unified and CMD) -Telecom
* 8 years of Verification and Integration (HLR, AC, IMS and IN) - Telecom
* 3 years of Networking and Development & Testing

**Employment History**

* March 31st 2013 - till date : **Redknee Technologies (BSS acquisition from NSN)**
* August 11th 2003 – March 2013 : **Nokia Siemens Networks(erstwhile Siemens)**
* September 2000 – August 2003 : **HIRP (HFCL- IISc Research Project at ECE IISc)**

**Key Skills**

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| --- | --- | --- |
| End-to-End Project Management | Quality Assurance and Control | Technical Project Management |
| Delivery Management | Transition Management | Customer Quality Management |

**Technical Skills**

Domain Knowledge: IMS, GSM/GPRS, LTE, Networking, Charging & Billing

Operating Systems: Solaris, Windows NT, Linux

Tools: IPSL and SIT (Test Automation & Simulation), Winrunner & MPP

Scripting: IPSL scripts, SIP scripts

Mediation: CMD

Configuration Management: Clearcase 3.1

Database: Oracle 9i

Languages/Interfaces/Protocol: C, JAVA, C++, Web Gui, Batch, SOAP, XML, LDAP, SPML, MML, MAP, Diameter – Gx & Gy,

**Core Competencies**

* Defining and managing requirements, schedules, timelines, scope and working with the multiple business groups and stakeholders in planning and project life cycle
* Managing the deployment phase of large scale project/programs of varying complexity and accomplishing project go-live on time and within budget.
* Monitoring progress with respect to the cost, demand forecasts, time over-runs to ensure timely execution of projects and steering delivery management for technical deliverables of concurrent projects.
* Extending post go-live and maintenance support to the clients and plan handover to Managed Services.
* Serving as a single point of contact/ interface for supporting customers/internal teams/third parties/ stakeholders and handling key issues for management.
* Handled Takeover/Transition projects related to IMS domain and Managed Services.

**Accomplishments**

* Gained the best of Telecom Planning and Operations experience as in TPM role working for the major telecom operator in India, Idea Cellular Ltd., Product being Unified Solution for Data Charging on Diameter. CMD workflow implementations to cater legacy migrations in multi-vendor environment.
* Processes and delivery management exposure by working with Indian and Global telecom players like **TMO Germany, Maxis Malaysia and D-Tac Thailand, Bharati Airtel, Idea and Vodafone** for products on HLR, IN and Charging Billing and Care platforms.
* Implemented **ISO 9001:2008 Quality Framework** for RECC project.
* Completed ITIL V3 Foundation course.
* Familiar with Agile - Scrum methodology.
* As Transition Manager, contributed to smooth transition of Vodafone Managed services from Nokia to Redknee.
* **Chalked out Processes** for Planned Activity Management, Change Management, Incident Management, Backup & Restore Management and User Access Management.
* RECC is the real time data charging platform running at Vodafone for Pan India customers hosting prepaid and postpaid subscribers based on adjunct data charging solution.
  + Driving Onsite integration and Customer Acceptance Tests across 6 campuses was done in a record span of 2 months. Received company’s most prestigious “**Star Performer Award**” for the above contributions.
  + Received Vodafone “**Sprint Award”** for implementing onsite integration and migration of RECC campuses at Ahmedabad and Lucknow.
  + Received “**Spot Award**” for contributing to Bharati Airtel Phase 2c takeover project from China

**Head of Quality: Roles and Responsibilities**

**Main Focus:**

• First Time Right -Delivery of SW Releases and Implementation of procedures

* Manage people and process to deliver quality service to customers exceeding contracted KPIs and exceed customer expectation

• Ensure quality of all project deliverables and artefacts.

• Enable teams to Optimize and Orchestrate process improvements to achieve their goals.

• Establish Capacity Monitoring as a standard process.

• Ensure customer KPIs agreed are regularly tracked and published.

• Lead and implement operational improvement projects through application of quality engineering principle as per ISO 9001:2008 for all functions involved.

**Responsibilities**:

* Identify and communicate project scope and ensure program milestones and objectives are met
* Interfacing Customer to ensure deliverables, be it product, service or implementation all are meeting the agreed KPIs
* Reporting to executive management on key issues and changes which may impact expected business results
* Analyze problems and drive solutions involving multiple elements of program planning
* Ensure that projects adhere to the company processes (ISO 9001:2008) and initiate process improvements as needed.
* Periodic Quality review meetings with Customer to take their feedback further to internal teams
* Periodic RCA of outages and driving improvements on actions across functions
* Lessons learnt sessions with key project stake holders
* Continuous improvements through systematic RCA EDA(Escape defect analysis for critical post go-live issues)
* Involve in reviews of key technical artefacts like solution/requirement/cr doc, Test specification, Migration strategy and other key documents.
* Final Quality Gate for Customer release
* Identify requirement on hardware/software configuration triggered as part of Capacity management for current and future needs
* Provide guidance to the team on issues having to do with quality, such as selecting suitable strategies and inculcate continuous integration methods.

**Charging Billing Care Engg TPM: Roles and Responsibilities**

**Customers: Idea and Vodafone, India**

**Projects: IDC and VDC**

* Drive internally Project Development team on the delivery.
* Responsible to plan and update POF/ISO milestones for the Service/Product/Platform Releases.
* Responsible from conception to Go-live of features.
* Interface to RD Product team and Customization team on the features planned, to be enhanced or any other technical feasibility check with Solution Architects.
* Effectively handle communication with multiple and geographically dispersed teams(currently handling Delhi, Berlin, Kuwait and Wroclaw)
* Co-ordinate with onsite CARE team and Customer for Integration and AT.
* Regular follow-up on housekeeping and healthy functioning of the live system.
  + - Interface RD Product team and Customization team on the features planned, to be enhanced or any other technical feasibility required for customer
    - Participate in customer workshop to understand their future plans and strategy w.r.t to our product
    - Regular follow-up on issues, patch releases and roll outs.

**Charging Billing Care – SI Lead: Roles and Responsibilities**

**Customer: Vodafone**

**Project: Vodafone RECC 3.2 (AT SPOC)**

* Onsite Integration and AT with Care team and SI for project deliveries, managing cross-functional teams
* AT strategy discussion with customer.
* Competence development- Unified and CMD.
* Responsible for deliveries CMD and Unified to take it further to achieve milestones - RfA and RfS.
* Co-ordinate Roll outs of patches/new features for CMD and Unified.
* SPOC for technical issues resulting from AT and interacting with all Vodafone Circles.
* Mediate between internal teams as and when required on regular basis.
* Improvement areas addressed within delivery schedules with right quality to focus on customer priorities.
* Excellent problem solving/troubleshooting skills and attention to detail

**IMS System Verification VI Lead: Roles and Responsibilities**

**Customer: Teliasonera, Sweden**

**Project: IM6 6.0 and IMS 6.1**

Seeding team member for IMS SyVe Transfer Project

* Travelled to Vienna and Zagreb for critical takeover of product ownership. (Dec’07 -Jan’ 08)
* Handling critical features like Voice Call Continuity (USP of IMS product)
* Functional Area Lead for Subscriber and System Features - HSS
* Subscriber features involves testing scenarios like CF, CB, CUG, etc.
* Contributed to the End-End to setup of IMS SyVe test bed bring up for Roaming and Handover feature.
* Currently working on SMS inter-working for VCC subscriber
* SCP simulator script enhancements and customization
* Contribution to IMS 6.1 Test Spec and Test Strategy.
* Mentoring and on-job coaching to new team members.

**Key Achievements**

* **Built End-to-End IMS test system** setup across geographically separated locations between Munich and Bangalore SRN labs.
* Integration and configuration for VCC features involving roaming and handover with

Qtek – PcTel Client.

* Enabled team members on SIT simulator and RET (Real Equipment Tests) tests.

**HLR System Verification VI Lead: Roles and Responsibilities**

* Workgroup Lead for HLRd –Provisioning Gateway, HLRi-Admin, Authentication topics and Regression.
* End-to-end call scenario knowledge of Call Processing.
* Mentoring and on-job coaching new team members.
* Authored Test Strategy – HLRi FE 4.0
* HLRd 4.0 Core team responsibility had the following deliverables:
  + - Had to ensure FT deliverables(TCs, scripts) within the Workgroup to be delivered as per internal planning
    - Review comments to all development documents which impact the workgroup (LMSpec, FSpec, data model..) to be sent as per the review planning
    - 100 % requirement coverage through test cases demonstrated & achieved
    - Contribution to Test specification
    - Contribution to Test Strategy IUS as planned
    - Test cases updated in TOM, Test scripts stored in vob and labeled for all LMs in the workgroup
* As work-group lead following were the tasks involved:
  + - Coordinate all activities within the workgroup as well as interface with others in development
    - Participate in all document reviews (not just of own workgroup) and ensure that the next level team is enabled
    - Regularly provide reports to status of progress in workgroup to FT TL
    - Take care of management aspects like estimation, progress tracking for all artifacts within the Workgroup
    - Comprehensive & effective test strategy with focus on 100% automation.

**Key Achievements:**

* HLRi Authentication – know-how built from scratch (conceptualization to rollout) in Bangalore.
* Expertise built in Admin interfaces, languages and tools
  + - Gui, Batch, Online
    - XML, SPML, DSML
    - IPSL, Winrunner
* **TMO GERMANY** - Staging Centre for HLRd - Exposure to Customer environment, Performed Load and Stress Tests on TMO Staging Centre at Berlin. TMO is our first customer to go for trials with Distributed Architecture – C-NTDB

**HFCL- IISc Research Project: Roles and Responsibilities**

* IKSOBO – is a customer premises Internet edge device that was designed to be a Router cum Soft switch.
  + - As a tester
* Designed test plan, test cases and execution of the test cases in real laboratory environment
* Tests involving routing protocol like RIP and BGP – involves setting up of routers and configuring the same.
* Developed a bug tracking tool using MS-Access.
  + - As a developer
* Firewall enhancements – Implemented the Iptables support in Linuxconf-1.18 which supported only ipchains. Firewall administrators would get to use iptables for realizing the firewall rules in 1.18 itself. Language C++.
* Real-time Voice Call Support on ISDN using CTI card – supports real-time voice on ISDN using CTI card. This application basically detects off-hook state of the CTI, applies dial tone and does the DTMF detection. Vbox is an ISDN version of answering machine. Vboxputty is the module to which the collected digits are passed. Vboxgetty administrates the incoming calls and saves the recorded messages. Instead of opening a recorded file for messages, RVCSIC opens the CTI device and collects the frames and feeds it into the ISDN device and vice-a-versa. Thus the communication between CTI phone and ISDN phone is established over ISDN. Language - C and C++
* Implementation of Command Line Interface Daemon – this application is mainly used for reading/writing any configuration file with easy user interface. Existing RIPD module of Zebra routing software was re-used in C.

**Academic Project:** Java TMN API – This project was done on HP Open View – which involved developing software in JAVA which gave a Java wrapper to the existing C and C++ API’s using Java Native Interface**.**

**Personal Details**

**Education**

**B.E. (Computer Science & Engg)**

**I Class with Distinction (75%)**

MSRIT Bangalore University (1995-1999)

**Diploma (Computer Science &Engg)**

**I Class (72%)**

Govt. Polytechnic for Women (1992-1995)

Department of Technical Education, Bangalore.

**Languages known:** English, Hindi, Kannada, Telugu and Tamil