RUBIN M.P.KOMATH

Mobile: +91 96 20562929; +91 9989687033

E-Mail: rubinpkomath@gmail.com; rubinp.komath@rediffmail.com

Permanent Address: Chombala (PO), Calicut (District), Kerala, India – 673308

Current Address: Flat#407, V2 Vaibhav Apartments, 24th Cross Road, Hulimavu, Bangalore, Karnataka, India – 560076

PROFESSION

Project & Program Management professional, managing product software development, practicing agile methodologies to increase productivity and supporting R&D for pursuing new business revenue and cost saving opportunities.

PROFILE SUMMARY

- **PMP®, SAFe®, ITIL® & Six Sigma GB Certified** management professional with a career spanning **12+ years in ICT Industry.**

- Expertise in working with Tier 1, Tier 2 organizations directing **Business Information Technology Projects** and covering **Project Management, Release Management, Change Management and Service Delivery.**

- Key **Business Skills** entail,

Requirement Management	Solution Design and Architecture	Business Technology Roadmap
Client Engagement at CXO Level	Process and Service Improvement	User Training and Documentation
Resource Planning and Allocation	Program and Project Management	Change and Release Management
Project Budget and Risk Management	Vendor and Contract Management	Service and Account Management

- **Agile Projects Professional** with certifiable experience in Software Delivery Life Cycle - using Waterfall (PMI) & Agile (Scrum, XP, Kanban, SAFe) Methodologies.

- Work knowledge in **Project Management Tools** like MS Project, MS Visio, IRR, ROI, Histogram, Gantt, Ishikawa, Cost-Benefit Analysis, SWOT, RASCI, Fast Tracking, Crashing, Time Boxing, WBS, Effort Estimation techniques.

- Proficient in **Release Management** including Continuous Deployment, Testing, Release Content Documentation, User Acceptance Test, Training, Re-Engineering and Support. Proficient also as a **Business Analyst** with quality experience in Elicitation & Facilitation, Analyzing Requirements, Specifying & Documenting Solutions and Validating & Verifying Solutions are mapped to business objectives.

- **Process & Quality Strategist** with skills in identifying Business Process, Quality & Testing needs and conceptualizing solutions accordingly for delivery of cost effective services; Lead Service Improvement Programs for minimizing gaps in productivity and promoting effectiveness by ensuring adherence to SLA/SOP and by optimal utilization of resources.

- Efficient and Influential in **Customer & Stakeholder Management** with experience of working with Enterprise Business, Customer Services, Finance & Revenue Assurance, Human Resources, Legal & Regulatory, Service Providers, PMO and communicating with people across the globe (worked with folks from India, US, UK, Luxembourg, France, Italy, Germany, Israel, Africa, SAF & ASEAN countries).

- Believe in **Risk Management** by anticipating risks & devising contingency plan, by means of effective communication and resolving project escalations/operational concerns in a manner that exceeds the customer expectations.

- Specialization in **Telecom Systems & Procedures** across OSS/BSS Domain in areas of Service Fulfillment/Order Management, Service Assurance, Postpaid & Prepaid Billing , Network Management, Retail and Value Added Services..

- **Accomplished Six Sigma Green Belt Projects by generating cost savings of INR 48.9 Million** and additionally as Project Champion led team member in completion of Six Sigma Green Belt Project certified by Motorola University.

- **Contributed to the roll out a low-cost home-grown Prepaid CRM system serviced for 80 million TTL subscribers and for the launch of Self Care Services that reduced OPEX by $1.9 million**. In recognition to these roll-outs, Global Telecoms Business (GTB) Group named TTL IT Solutions Delivery Head as one amongst 40 young global telecom leaders FY-2011.

- Exceptionally **Well-Organized and Meticulous** with a track record that demonstrates self-motivation, creativity and spontaneity; a forward thinking person who is team oriented and a reliable partner to top management.

- Follows a personal motto of 3 E's – **Engage, Engrave and Enhance** in maintaining a healthy Customer/Client Relationship.

ORGANISATIONAL EXPERIENCE

APR'15 – TILL DATE WITH STARHOME MACH (SHM) @ INDIA HQ BANGALORE
>> PROJECT PROGRAM MANAGER- R&D

Title Role: Sr. Project Manager
– Clearing Services & Business Management Solutions

- PgM for STARHOME MACH's (SHM) key product verticals (Clearing Services, Business Management, Provisioning) with reporting to R&D Director–India and dotted reporting to Global PMO Head–Israel.
- Lead Project & Release Management for Telco Roaming Product**s** which includes Data Express (Tap Creation & Rating), Fraud Express (Near Real Time Rating Data Enablement), Financial Clearing & Settlement and Business Management Solutions (like Roaming Business Intelligence, Analytics, Unity etc.). These products comprises development of standard verification, validation, conversion, processing and reporting of roaming billing files in accordance with the GSMA & Telecom industry requirements, ensuring efficient roaming billing across mobile operators.
- Lead R&D in COMCOM (Customer Commitment Committee) responsible & accountable for clients' product delivery commitments, capacity and planning of future roadmaps of SHM. Accountable for building one R&D team to leverage capabilities globally from cost and expertise perspectives.
- Key member for implementing Agile (Scrum) Practices in R&D India, audit and compliance of day today scrum processes.
- Besides multi-tasking in the roles of a Project Manager, took up the role of a Scrum Master and Release Train Engineer for some ongoing commitments.
- Currently project managing a major internal road-map i.e. the migration of the app. servers to Linux from existing Oracle SUN servers to give enough CPU & memory for processing modules running in parallel and address cost saving by approx. $165,800 and also address revenue loss impact minimization during summer peak and future expansion plans.

❖ **Responsibilities in SHM:**

- Innovate, develop and deliver high quality SW products within scope, budget and timelines to meet our commitments and exceed expectations by closely aligning expectations to sellable price, profit and loss.
- Plan and schedule project timelines and milestones using appropriate tools. And proactively manage changes in project scope, identify potential crises, and devise contingency plans. Includes acquiring resources and coordinating the efforts of team members and third-party contractors or consultants in order to deliver projects according to plan.
- Estimate the resources and skills needed to achieve project goals. Draft and submit budget proposals, and recommend subsequent budget changes where necessary and manage project budget and forecasting.
- Support in defining the project's objectives and oversee quality control & sustenance activities throughout the projects and products life cycle. Coach, mentor, motivate and supervise project team members and contractors, and influence them to take positive action and accountability for their assigned scope of work.
- Proactively escalate and communicate potential issues or risks to leadership; these could be the result of client perception issues, resource issues, or technical challenges that must be addressed.
- Manage release effectively, determine the frequency & content of status reports from the project team, analyze results, and troubleshoot problem areas. Develop progress reports, proposals, requirements documentation, and presentations.
- Build, develop, and grow any business relationships vital to the success of the project. And effectively manage client and executive expectations throughout the engagement.
- Work in partnership with a global functional management team of:
  o Scrum Masters, System Architects, Developers, Testers, Build/Release Engineer, Change and Functional Managers.
  o Onsite & Offsite Project Teams including Technical Account Managers, Regional Project Managers, Product Managers, Pre-Sales, Sales, CSMs and Management responsible for deployment of Services, Integration, Testing and Delivery.
  o Stakeholders from Europe (like Orange Group, Telefonica, Bics), United States (AT&T, Sprint) and Asia Pacific etc.

AUG'14 – MAR'15 WITH ACLIV TECHNOLOGIES
CONSULTING FOR STARHOME MACH LIMITED @ BANGALORE

Title Role: Program Manager
– Clearing Services & Business Management Solutions

- Roles & Responsibilities are as stated above working in SHM as Program Management consultant.

Title Role: Senior Manager (Projects) –Prepaid Charging, Retail Management & VAS
Business Information Officer –Network Technology

- Lead provisioning of IT solutions for CDMA & GSM Line of Business for Mobility, Retail & Enterprise Business Units and ensuring successful completion of projects involving/integrating IT systems of varied applications (OSS, BSS, VAS and Retail Domain) duly taking into consideration requirements of business stakeholders.
- Key member in the Business-Information Technology Roadmap and Strategic Decision Making and supporting implementation of Project Management, Change and Release Management processes in TTL.

❖ **Career Path in TATA Teleservices:**
  o **Senior Manager (M3 Level):** Handled dual role of being a Business Information Officer–Network Technology Group and Project Manager–Mobility, Retail & Enterprise Business responsible for Franchisee, Channel Sales Automation & Retail Management, Telcordia IN Prepaid Charging Products and VAS Requirements like M-Commerce, Mobile Advertising, M2M Applications and associated projects.
  o **Manager (M4 Level):** Business Analyst Lead for Service Assurance and VAS Platform-IT Integration requirements like Loyalty & Campaign Management, Predictive Churn Management, Subscription Manager Services, RBT, VM, USSD, PCRF, SDP, GPRS and Real Time Data Subscription Services on Cloud.
  o **Deputy Manager (M5 Level):** Designed solutions for Retail & Customer Services which includes Field Inventory, Number Inventory, Dealer Management, Document Management and Self Care Services on WEB & SMS.
  o **Additional Manager (M6 Level):** Requirement Analyst for Sales & Marketing, Product and Customer Services on Implementation of Order Fulfillment, Service Assurance System-CRM and Billing Package Configuration.

❖ **Rewards & Recognitions in TATA Teleservices:**
  o **TATA GeMS – Future Managers** by TATA Group Company for the FY 2011-2012.
  o **Maestro of the Year** for securing Top Performance Rating for the FY 2009-2010.
  o **Super Star –** Awarded 3 Times **-** For Q3 of 2010-2011, Q4 of 2011-2012 and Q1 of 2012-2013.
  o **Star Performer of the Month –** Awarded 10+ times **-** for diverse projects and process improvements.
  o **Nominated for BELP** (Business Excellence Leadership Program) by TQMS (TATA Quality Management Services, Pune) for becoming an Assessor in TATA Group in 2011.

Title Role: Executive - Service Delivery Operations

- Responsible for managing Service Operations in the relevant business areas of Order Fulfillment and Service Assurance like CABS (Customer Accounts & Billing System) and Customer Care Query Management Process.
- Implemented product/functionality rolled out from time to time and provide necessary training & operational support to customer care officers in the Idea authorized franchisees on the above provisioning systems.
- Requirement Documentation of Changes/Events/Incidents/Problems/ and reporting to Central Support Team & RnD for Product Enhancements and Trouble Ticketing Management.
- Functioned as In-charge of MIS pertaining to system audits, trends and results of process compliance across the region.
- Contributed in the transition of Escotel Mobile Communications Ltd to Idea Cellular Limited in year 2004.

❖ **Rewards & Recognitions in IDEA Cellular:**
  o **Achieved an 'A' Grade** in Escotel's CRM Program, a 6 Months Intensive Training Program in Service Desk & Customer Relationship Management.
  o **Adjudged Best Point Of Sale Activation Officer** for December 2002 and in the months following i.e. January, March, April, May, July & August 2003 in terms of highest POS activations & system error-free order management.
  o **Distinction of receiving a Pat On The Back** for the year ending 2003 towards achieving zero discrepancy in point of sale activations - consistently for 3 months.
  o **Escotel's Best District Office –** Awarded 4 times consistently during Quarter-4 of 2002 to Quarter-3 of 2003.

TECHNOLOGY KNOW-HOW & WORK EXPERIENCE

OSS, BSS, CDMA, GSM, 2G, 3G, 4G, MNP, M2M, IOT, CLOUD, BIG DATA, VOIP, eTOM, TAM, SID, SOA, ITIL, SCRUM, XP, SAFE, ORACLE CRM, METASOLV, EMC DOCUMENTUM, KENAN-FX, MEDIATION, IPN, ICOMS, COGNOS BI, DEAL ANALYTICS, HADOOP, MSTR, UNITY, POS, COMPTEL SAS, TIBCO, MOBILE / E-COMMERCE, VOICE MAIL, M-ADVERTISING, SUBSCRIPTION MANAGER, FRAUD MANAGER, NRTRDE, DATA & FINANCIAL CLEARING, CAMPAIGN MANAGER, DEALER MANAGER, ROAMING MANAGER, USSD, GPRS, PCRF, SDP, SMSC, MMSC, INTELLIGENT NETWORK, SUN SOLARIS, UNIX, LINUX, SELENIUM, QAT, VB, C, C++, JAVA, .NET, PHP, GRAILS, GUPTA, SVN, PDM, JENKINS, JIRA, CONFLUENCE, MS PROJECT, VISIO, SHAREPOINT, MS OFFICE etc.

CERTIFICATIONS, TRAININGS & EDUCATION

Title	Year	Institute/Organization
SAFe® Agilist	2016	Scaled Agile Academy
PMP®	2013	Project Management Institute
ITIL® @ 2011	2013	APM Group International
Management Essentials	2011	TMTC and SIBM
Quality Assessor Program	2011	TQMS and TTL
Six Sigma Green Belt	2009	Tata Teleservices Limited,
Microsoft Projects 2003	2007	Proventures (REP)
Escotel CRM Program	2002	Escotel Mobile Communications
Diploma in Software Management	2000	APTECH
Bachelor of Business Administration	2000	Govt. Brennen College, Kannur University
Schooling >> 10+2	1997	Kendriya Vidyalaya

PERSONAL DETAILS

- **Full Name**   : Rubin Monu Padinhare Komath
- **Nationality**   : India
- **Year of Birth**   : 1980
- **Passport Validity**   : March 2022
- **Languages Known**   : English, Hindi, Malayalam, Telugu and Tamil