TeleKinetics⬤

Work Profile

Name: - Sushil Pandey
B.E. (Electrical Engg)

Skillsets / Expertise

Total Work Experience (Yrs)	:	15+
Programming Languages	:	-

Skillsets	:	Business Program Management (**ZTE, Videocon, Haier, Spice, MWS & Ashoka Cable)**. _ Lead Multiple Teams CI-CD/DevOps, ZTE Cloud Server & IOT Development Team. _ Process Design & Analytics along with Non-IT Program Management. _ Handled multiple Product launches, Product marketing, Lifecycle management & Product Certification. _ Experience in leading, motivating team to deliver best in class results. _ Experience in high volume product launch & high impact program management.
Achievements	:	Customer Insights Program for ZTE Partners. _ Designed Customer Lifecycle Process for ZTE, Jio, Airtel, IDEA, Vodafone. _ 100% success rate for ZTE _ Rated as **Star Performer** & recipient of ZTE Outstanding Achiever from 2018.

Work Experience

1. **Project Leader (DGM) : -**   ZTE

     Strategy, Program Management, Certification

     My responsibilities in the program: -

   1. Leading multiple teams of DevOps, ZTE Cloud Server & IOT Development Team & focused on improving customer experience.

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2. Heading Strategy, Coding Program Management for ZTE IOT & NB-IOT devices.

3. Assignment distribution of CICD using Jenkins and Gitlab CI.

4. Handling team working on different cloud environments (AWS, GCP).

5. Remote server management & troubleshooting for leading telecom operators.

6. Managing Containerized environment using Kubernetes and Docker Technology.

7. VAS – VAS team management based on script writing and successful implementation on devices.

2. Project (Asst. GM): - **Videocon**

My responsibilities in the project: -

1. Managing a team of 18 field testing and product engineers.
2. Product customization, planning & 6 class menu tree.
3. Product positioning and Product Testing (Tablets + Android +GSM+CDMA).
4. Strong working relationship with all Telecom GSM & CDMA Operators AIRTEL, IDEA, VODAFONE, BSNL, MTNL, BPL, RELIANCE, VIRGIN, TATA, AIRCEL
5. Product UAP Registration & Coordination with operators.
6. Mobile phone binary creation & management for operator tie ups & content bundling
7. Project Management for field testing team.
8. Interacting with ODM Vendors in China on new product technical support

3. Project (Asst. Mgr. – Device Testing): -   Spice Mobile

My responsibilities: -

1. Executed class leading customer experience for Data devices on Airtel ,TATA & Reliance Network
2. Got Golden Peacock Award for "Innovative Product Testing of The Year 2007" for Spice Dual D-88n and PDA from IDA a Govt. of India Agency.
3. Employee of the Year Award – 2009 at Spice
4. Launched over 15 different devices in 3G/LTE category including 4G LTE MIFI, Dongle & Home CPE.
5. Improved customer experience & reduced CPC by over 20%.
6. Enabled customer replacement OTC at all major locations through vendor agreements
7. Project Management: Involved in Product Procurements, Planning, Development and Launch Process

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8. Vendor Management: Handling overseas operations, co-ordinating with various suppliers of Taiwan,China & Hong Kong for procurement of GSM Mobile Handsets and Accessories.

9. Managing Testing equipment – Servers, Remote Links, etc.

10. Short listing of New Suppliers, for Long term Business relationships.

11. Finalizing Product/Package Pricing with Modified Products with projected Lead Time.

12. Playing a major role in Product Selection and Product Pricing.

13. Monitoring New Trends and Technology Analysis, Competitors Product and Strategy Analysis. A ccordingly finalizing the Product Roadmap.

14. Handling Sub Vertical Teams like Product Development, Product Designing & Product Training

15. Product Testing in Data Centers & HW Management

4. Project (Senior Engineer): -   Haier Telecom

My responsibilities: -

1. Project Management for field testing team.

2. Managing a team of 3 field testing engineers.

3. Managing Customer Relationships.

4. Making & driving of sales promotion schemes

5. Experiential utility of products for demand generation

5. Project (Team Lead): - Mobile Web Surf

My responsibilities: -

1. Project Management for field testing team.

2. Voice, Data, SMS, Mobile Email application, to the Mobile service provider and Business group of India i.e. Escotel /idea, Spice, Hindustan Times, NDTV currently Deploying Mobile mail application for Airtel

3. Customized news for java based devices.

6. Project (Production Supervisor): -   K K Power Control Wires Pvt. Ltd.

My responsibilities: -

1. Quality Management of Power cables

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2. Field Testing

3. Vendor coordination

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