### CURRICULUM VITAE – GIRISH SV, PMP® ITIL® V3, SAFe Agilist

GF-002, Lakshmi Enclave, No 16 &17 +91 8197 132 132

Ravi Hill View Layout, Anjaneya Nagara, [sri\_girish@yahoo.com](mailto:sri_girish@yahoo.com)

Ittamadu, Bangalore – 560085. [trishatha@gmail.com](mailto:trishatha@gmail.com)

***Executive Summary:***

* 20+ years of experience in Telecom industry delivering value and excellence in Program/Project Management in Agile, DevOps & waterfall development environments, Service Delivery, Telecom Operations
* Self-starter, goal-oriented – solution oriented thinking, highly adaptive, quick learner, innovation coach
* Excellent BSS system architecture knowledge of Telcordia and Converse charging solutions (and eco system)

***Significant achievements:***

* In Ericsson/Telcordia
  + successfully relocated an IN system after migrating ~ 10 Mn. subs with zero incidents/flaws
  + Worked closely with and drove 3PP vendor for the bulk replacement of memories due to silver/copper corrosion and a POC to drive home the point thus tactically addressing the customer and vendor concerns together
  + Met the aggressive sub growth targets of customer by adding required IN capacity on-time
* In TVSICS liaised with Sri Lanka Telecom Regulator and Ministry of Defense for registering a TVSICS office in Colombo (to provide Telecom services to OEMs).
* During stint in RCOM
  + Was part of revenue leakage/fraud audit team and lead the security and process audit from RCOM side for audit carried out by KPMG for IN system.
  + Successfully integrated IN systems across sites with other NW & OSS elements
  + Successfully rolled out two software releases in IN with zero errors.
  + Developed scripts to monitor & indicate performance deviations in IN.
  + Successfully completed TEC (regulator) testing for seven DHQ’s RAN service quality in Karnataka Circle ahead of any other circle.
  + Acquired BTS sites including commercial negotiation at various cities of Karnataka below the budgeted prices and registered them for Company.

***Experience Summary***

* **Ericsson Global Services India Pvt. Ltd., (Including @ Telcordia Technologies India Pvt. Ltd.)**

GM – Program Management From Dec’09 to till date

* Successfully Program Managed (customer facing) Tata Teleservice’s –
  + Intelligent Network (IN) growth to meet huge customer acquisition wave by introducing per second billing first time in Indian prepaid market
  + Enhanced margins additionally by better managing programs
  + Ensure project acceptance from customer & overall customer satisfaction
  + Prioritize and adjust the delivery schedules to meet business objectives of customer and my organization – small features by delivered in agile
  + Manage contractual deliverables, risks in project/program across cross cultural diverse teams spread across different geographies
  + Lead Governance meetings with customer
* Manage features/mtce releases for CvAS (IN) – (Tata, Aircel and Idea)
  + ensure committed TTM by managing issues during deployment, customer satisfaction, & quality & functionality
  + Prioritize rollout/development of features/releases with dev teams to meet customer business objectives while meeting internal project controls when they are part of program
  + Used Agile development (used Jira for tracking) for feature bundle delivery for small to medium feature bundles. Ran sprint planning meetings, oversaw daily stand-up meetings and sprint retrospection meetings.
* SLA Escalation handling for operational issues reported by customer
* Manage E2E testing of releases in customer labs- manage customer, PDU and testing team expectations to deliver the feature/release (includes support to customer IT UATs/cut overs support etc.)
* Excelled in 3PP support, negotiating for bug fixes, support commercial negotiations
* HW and OS management support to customer for IBM PS70x and JS21/22 series servers and allied HW.
* Managed diverse team with different nationalities, cultures across time zones
* Chosen for CEO’s award in 2011 for my contribution in onsite service creation
* Long term service award from Ericsson on completion of 5 years
* **TVS InterConnect Systems – Managed Services Division**

Head - Service Delivery From May’08 - Nov 2009

* Service Delivery of EVDO & RF optimization project, BSC/MSC I&C projects, BTS, Microwave survey & installation projects and SDH products
* Commenced and streamlined operations in Sri Lanka to make it one of the most profitable revenue streams
* Instrumental in setting up various delivery, quality processes to streamline operations
* Ensuring that teams meet customer requirements in time and quality as agreed while optimizing the cost.
* Finalizing deliverables and project scheduling with OEMs for new projects
* Assisting BD/Commercial teams in meeting revenue targets set forth by the management
* Technical discussions with customers for new business and projects
* Identifying new revenue streams in Telecom as an additional responsibility
* **Reliance Communications Ltd.**, Jan’01 to May’08

IN TAC Lead, National Network Operations Center, Mumbai

**Operations Role:**

* Was responsible for Comverse IN system’s operations management and fault resolution within agreed SLAs to Business and Customer Care.
* Played a key role in new (& enhancement as well) product design (tariff plans/promotions etc), implementation and testing to turn Business objectives into system implementations.
* Has led a team of eight members and was responsible for Trouble Ticket handling, task allocation to team members.
* Was responsible for interfacing with senior Management and various OEMs (other than IN) for IN issues.
* Instrumental in setting up various processes for both inter and intra department.
* Completely managed external interfaces of IN like Mediation, Other SS7 Network entities, Real/Non Real time charging gateways, e-CRM, TIBCO engines etc.
* Macro and micro level interaction with inter departmental stake holders for Execution and regression testing of new releases, software/hardware upgrades and software patches in IN.
* Was responsible for Configuration changes for IN system (network, OS and database) in production and testbed environment.
* Planned, executed and oversaw several inter and intra system migrations of subscribers, E1s, and other resources, performance monitoring of various IN elements like databases, signaling gateways and call processing units.
* Analysis and correction of interworking, routing, billing, external interface errors, hardware errors & software errors in all IN elements.

**Previously** **in RCOM** (at Bangalore) **:** Jan’01 to Oct’05

* OA & M, software upgrades of Lucent MSCs, routine maintenance of Comverse PPS and Verint Call Monitoring System (CMS) (ILAES).
* Key role in routing configurations, performance & hardware fault monitoring, trunk management, traffic management for MSCs in Bangalore and Mangalore.

**Project Management/Planning oriented Roles:**

* Installation, integration, acceptance testing of Intelligent Network (Comverse) within the given schedules.
* Identification, radio planning, installation, integration, drive test and O&M of BTS sites across Karnataka circle.
* Installation of Lucent Flexent Wireless MSCs and Ericsson GMSC.
* MSC resource planning based on traffic growth and network growth.
* BTS homing planning for new BTS sites and managing the MSC resources optimally.
* **Bharti Mobile Ltd.** Dec’96 to Jan’01

Technical Executive in Bangalore.

* Installation and integration of BTS sites.
* Operation and maintenance of BTS sites.
* Played a key role in BTS expansion project meeting the targets.
* Co-coordinating for installation of infrastructure at BTS sites including BTS equipment, tower, air conditioning, DG, earthing, cabling etc.

***Skill Set:***

***Certifications:*** PMI PMP, ITIL V3 Foundation, Innovation Coach, Leading SAFe

***Technical/Professional***: Project/Program Management, Project life cycle Project P&L, Contract management, Risk assessment,

*Protocols/Standards*: SS7, ISUP, TCAP, CAMEL, TCP/IP suit, IS-826, IS-41

*Database*: Oracle, MS Access, Informix

*Operating Systems*: Unix (SCO, AIX, Tru64), Linux, Windows

*Others*: SQL (PL/SQL), Shell scripting, MS Project, MS Office, MS Access

***Soft skills***: Communication, organization management, Investigate/analyze, planning, crisis management, co-ordinate, “devil is in details”, value creation, negotiation

***Trainings:***

* Agile, DevOps training
* Customer Project Manager Professional Program
* Innovation coach training in Stockholm, Sweden & innovation Jamboree Dubrovnik, Croatia
* Various external & in-house technical trainings in RCOM
* Innovation training in Tata Management Training Center Pune

***Academics:***

* **B. Tech** in Electronics and Telecommunication – Institute of Advanced Studies in Education Deemed University – 2008
* **Diploma** in Electrical Engineering – Board of Technical Education, Karnataka - 1994
* **Diploma** in Software Engineering (NIIT) – 2001

***Personal Details:***

Date of Birth : 05th Oct 1975

Marital Status : Married, proud father of two daughters

Passport : Possess a valid passport

Reference : Would be provided on request.

Bengaluru. (Girish SV)

13-Nov-2017

**Some of the** **key projects executed during tenure in Ericsson/Telcordia** [**Back to Top**](#30j0zll) **↑**

**Customer:** Tata Teleservices Ltd.,

**About customer:** One of the nimble operator who was once very aggressive in altering the telecom land space in India.

**Product:** Converged Application Server (CvAS), BSS charging product of Telcordia

**Role:** Principal Program Manager & Customer Project Manager

* 16.x upgrade – Sep 2015 to Feb 2017
* Team size – 15
* Also worked as CFR for this project
  + Upgrade of current 14.x/15.x release to 16.x
  + Rollup of platform fixes (FTPs) into MFTP and its certification on services (RCS 4.5)
  + Installation and deployment of base 16.x release and MFTP
  + Memory procurement and upgrade services for SPACE servers
  + Firmware upgrade on IBM machines (as per PO condition)
  + DWS upgrade to 3.0 (as per PO condition)
  + Feature configuration and Project management services
* Shamshabad movement of R1 – Dec 2011 to Apr 2012
* Team size – 20
* Involved 3PPs as well

This was a project

* + - to migrate the subscribers on the R1 platform serving around 10 Mn
    - Relocate the HW to different location and realign all the n/w interfaces
    - Move the associated labs as well to the new location
    - Bring up, upgrade and certify/UAT of the clusters to be production ready
* Phase 2 deliveries – Feb 2011 to Dec 2013
* Team size – 12

This was a major project signed before I joined organization. Key deliverables were set of features for enhancing revenue. My role was to manage multiple sub projects under this across different geographies and Hardware/software releases. Key responsibilities were

1. Manage requirement changes, development and testing on an ongoing basis thr’ out the project
2. Schedule the rollout and ensure execution as per the plan
3. Risk identification and response and ensuring work arounds in case of issues
4. Reporting the progress to all stakeholders & organising/leading governance meetings & conflict resolution
5. Acceptance from customer & final signoff

* R1 and R2 Platform upgrade – May 2010 – Feb 2012
* Team size – 15

Objective was to prepare these two partitions (cluster of servers) for handling phase 2 features. Multiple SW upgrades were carried out on these partitions for this purpose. My role was to

a. Schedule the upgrade plan in consultation with deployment team and customer

b. Regular reporting, risk analysis and communication to all stakeholders

c. Change requests management.

* Capacity addition/Management – Dec 2009 – Jan 2012
* Team size – 8 to 15

Objective was to fulfill capacity (staggered) requirement as and when required. My role was to monitor the capacity requirements, work w/ sales and procurement department for PO from customer & HW procurement respectively, planning & deployment of the HW and SW to enhance capacities. Following are the brief desc of activities:

1. Plan the schedule for HW & SW delivery working w/ offshore teams and ensuring that same is met and delivered to customer
2. Integration with existing production HW
3. Test plan creation, execution, controlling
4. final customer acceptance testing and commercial signoff