

IT PROFESSIONAL – Project Manager/ Customer/ Service/ Incident/ Problem/ Change Manager/ Lead UI-UX Developer

Targeting Enriching Assignments In:

✦ Project/ Service Management ✦ Incident, Problem, Change & Escalation Management ✦

Highly focused and result oriented professional targeting assignment in Project, delivery and Support Management

Profile Summary

CERTIFIED Project Manager (PMP) having nearly **12+** years of rich experience in:

IT Service Delivery Management
Network Operations Management
Client / Stakeholder Engagements

Incident /Change Management
Project Planning & Rollout.
MIS Reporting/ Dashboards

Service / Process Improvements
Team Leadership / Trainings
Lead UI-UX Developer
Lead UI Designer

- Successfully managed complex projects for **Telefonica(UK, Germany), DTAC Robi (Thailand), Celcom (Malaysia), MTN Nigeria (onsite), MTN Zambia (onsite), MTN Rwanda (onsite), MTN South Africa, Etisalat Egypt, STC Saudi Arabia(onsite), Bhutan Telecom along with Vodafone, Idea & Airtel** in India
- Excels in managing **IT Operations** including **Vendor/ISPs Coordination, IT Procurement, Inventory Control, Site Administration, Project Rollout, User Management, IT Security, Disaster Recovery & Business Continuity Planning** and Technical Support
- Strong understanding of **PMP processes entailing Project/ Service, Incident, Problem, Change & Escalation Management**, effectively ensured that goals of Incident Management are achieved, and normal service is restored as soon as possible for uninterrupted IT operations.
- **Customer-centric Manager**; focussed on providing excellent **IT Service Delivery** to all valued clients as per SLAs/ TAT for enhanced C-SAT levels, successfully led teams for Design, Deployment & Troubleshooting of large-scale network of leading clients
- Skills in **Incident Management: monitoring response/ resolution SLA** for each incident, handling bridge calls, flashing periodic updates to each stakeholder for major incidents and managing weekly and monthly reports.
- Pivotal in **Problem Management**: handling **proactive, escalated cases and reactive problem, maintaining KEDB, preparing RCA** and presenting to customer for sign-off, preventive and corrective action for problem and ensuring quick resolution, keeping records for each problem with each relative incident record number and change record number.
- Leading the **Change Management** Function as **per changing business & technical requirements, authorizing / tracking / auditing Changes**, ensuring communication to appropriate group regarding status progress issue related to change; auditing and managing the change process lifecycle, chairing the CAB and ECAB and producing Management Report
- Expertise in **multi-platform on-shore & off-shore Network Operations Management**
- **Effective Leader** with proven talent in leading cross-functional teams and enabling knowledge-sharing amongst them; problem-solver with strong negotiation, communication & analytical skills.
- Recognized as a Nominee of the prestigious “Spirit of the Tiger” – Reliance Award category

Work Experience

A) Project Manager

March 2025 to present: **Riu Global Services Pvt Ltd, Gurugram**

Key Result Areas: -

- Analyse and managing project risk – Proactivity identify risk related to schedule, resource and financial. Track projects and proactively informs the management of any potential slippages, hurdles and concerns.
- Project Planning and definition, Tracking project schedules, Tracking interdependencies across projects
- Resource & schedule planning, estimate & evaluate the team capability by developing a clear & concise plan to execute the project & monitor its progress.
- Controlling time management, set realistic deadlines and how to communicate them consistently to their teams.
- Organizing and motivating a project team, Financials – Manage and control project financials.
- Telco 4G, 5G, ORAN and cloud native Architectures expertise Working Knowledge on Virtualization technology i.e VMWare & experience in VMware TCA, Tanzu, VSphere, CaaS, PaaS. MANO, NFVI, SDN, NDO, Container, Docker, Automation and other cloud and automation technologies.

- Deployment on New sites including delivery and managing devices requirements, vendor coordination, asset management, maintained trackers for successful rollouts of new sites.
- Facilitated **Incident Management, SLA Management, Change Management and Problem Management Processes.**
- Handling the team of 12 member, providing complete network support to domestic and international (UK and Middle East) clients
- Coordinating with internal teams and vendors to ensure that incidents are resolved prior to breach of SLAs. Validating the technical aspects of the Change Requests and assessing the business impact on the customer. Evaluating the risks and effects on the availability of the service, ensuring incident documentation & RCA. Notifying stakeholders on updates of the Incident until resolution and if necessary escalating the same as per SOPs.
- Monitored & **ensured all the standard /compliance process on time with artifacts** including periodic health check of all network devices, network inventory and patch management of devices.
- Ensured customer satisfaction by meeting of delivery & service quality norms; attended to **customer's escalation, submitted RCA to customers, managed CIRATS for any non-compliance** process & participated in governance call with client & Focal.
- Managed tools (setting device alerts, assigning threshold values, adding devices using SNMP & configuring mail alerts)
- Prepared **Incident & Change Reports, Operations Report, Service Delivery Reports, SLA Reports, Device Availability & Capacity Management Reports**; created/ reviewed operational manual of each process and ensured that team should follow instructions
- Designed **Backup Strategy / Disaster Recovery Management** & ensuring scheduled / unscheduled backups as per the plan
- Lead & monitored the performance of team members to ensure efficiency in day-to-day operations.
- Defined **IT service standards and guidelines** that serve as benchmark for **excellent service delivery as per ITIL standards**; delivered Compliance Activities and Operations Report
- Pivotal in attaining a reduction in critical incidents by 45% and enhancing service levels by 30%
- Played a key role in organizing and conducting training programs for skills development and knowledge enhancement.
- Maintained excellent coordination with all Technical Teams, Vendors, Clients, Business Heads & Other Stakeholders for smooth IT Service Operations; implemented **Best Practices & Quality Improvement Processes** to meet stakeholder's expectations.
- Received **appreciations/awards** for excellent performance in completing compliance audit with 100% success for NOC tower.
- Meet Project Schedule and Manage Slippages in Schedule, Efforts. Follow change management process, if any change is suggested or requested
- Report Project Status, Progress, Issues & Risks with Client and Plan Actions (**via RCA's**)
- Conduct Project Review Meetings with Senior Management and present project level balanced scorecards

Highlights: -

- Conducted quarterly dip stick audits on implementation of suggested guidelines.
- Build Continuous Improvement plans in accordance with client /enterprise requirements.
- Drove and established guidelines for competence management.
- Mentored and trained the development and admin teams on Service Now concepts and capabilities.
- 100% on-time deliverables at client's locations (US, Europe, Asia Pacific, Bahamas)
- Blended PMP practices to the delivery to contribute to the organization QMS for CMMi compliance.

B) Service Delivery Manger

June '2024 – Feb'25 – **Espire Infolabs Pvt. Ltd, Gurugram**

Key Result Areas: -

- Generating **new business opportunities** during project execution towards **ensuring cost savings and margin improvements** for the organization.
- Responsible for the development of Project Charter, Risk Register, Quality Plan, Communication Plan, Scope Document, Resource Plan and Budget Estimates.
- Closely working with clients to **define the SOW, SLA** & other project documentations for smooth functionality of project life cycle.
- **Identification of issues & risks** involved in the Project & create risk register so that risks can be minimized Acting as single point of contact for the delivery, scope management & quality related issues.
- Conducting final audits for all services delivered to the customer, timely reviewing project status and recognizing toll gates for identifying resource utilization.
- Monitoring projects with respect to cost, resource deployment, time overruns and quality compliance to ensure execution of projects within the time & cost parameters.
- Improvising the quality of documentation and reduced the error count by effective analysis and evaluation Executed several Systems Integration Projects from pre-sales to delivery for various operators namely:
- **RAN & Core Nodes (upgrades of Enodeb, Radio, HLR, SGSN, GGSN etc)** – Jio India
- **Service Delivery Line Manager** for Jio Infocomm .

Highlights:

- Led **16 members; monitored Team as a lead** for generating different types of Monthly & Weekly Custom Reports like Bandwidth Utilization, CPU & Memory Utilization, Nodes & Interfaces Status, Temp., Fan and Monthly Total Alerts converting into Tickets.
- Interfaced with clients for understanding their requirements and proposed cost-effective networking solutions.

- Managed the **configuration of new Routers** for new site deployment and tested the link connectivity
- Effectively resolved and created tickets using BMC Remedy Tool

C) Manager Service Account

April 2022 – May 2024 - Digital Convergence Technologies Pvt Ltd

Key Result Areas:-

- Modifying training delivery processes within the existing delivery framework to enhance productivity and efficiency for the employees.
- Define delivery operational framework and run the service delivery in accordance with client contractual obligations, SLA's and budgets.
- Set up performance measurement mechanism and run consistent delivery dashboard through delivery performances.
- Adapt to new technologies, build competence in new technologies in advance & ensure service deliveries in time.
- Establish project plan baseline to define project Scope, secure the necessary resources & plans & monitor all activities.
- Drive project execution, track project activities, monitor & handle changes, conflicts & escalations.
- Define quality processes, guidelines, checklist and ensure delivery with respect to the same.
- Fulfill targets for delivery management, delivery excellence, talent management and Customer KPI's.
- Ensure network assurance and service assurance activities.
- Identify and implement improvement to maintenance routines.
- Handle incidents through incident management life cycle.

D) Business Analyst

May 2021 – March 2022 Tekotive Pvt. Ltd.

Key Result Areas: -

- Oversees the implementation of new technologies and system and run trainings and workshops.
- Formulate ways for business to improve.
- Using data modeling technique to identify ways in which an organization can operate more effectively.
- Creating documents to outline the proposed changes and the steps involved.
- Creating business dash boards for stakeholders for better understanding of business needs.
- Evaluate, analyze, and communicate systems requirements on a continuing basis, and maintain systems processes, including the delivery of monthly status reports to all appropriate parties
- Author and update internal and external documentation, and formally initiate and deliver requirements and documentation

May' 2018 – Mar' 2021 with Cymetrix Software pvt ltd, Faridabad as a Sr. UI/UX Developer/Team Leader

Mar 2012 – Apr' 2018 with LJ WEB BUILDER, Ambala Cantt as a Sr. UI/UX Developer/Team Leader

PROJECTS

Project: Ceva OMS Service Portal

Technology: Figma, React 16, React prime, Node.js, rest API ,Bitbucket,Git

Duration: 10 Months

Role: Lead UI/UX Developer

Responsibilities: Lead UI/UX Developer

Description: Order Management System Portal (Inventory and Product Information Management).

Tools & Technologies: React JS, PrimeReact, Java, Sigma,

- Lead front-end development and design for a comprehensive order management portal, focusing on Inventory and Product Information Management (PM) modules.

- Designed a user-friendly dashboard to display critical data effectively, prioritizing usability and visual appeal.

- Developed the initial interface concepts in Sigma, collaborating with the client to refine a black screen design into a fully functional front end.

Project: Samsung TV Application

Technology: Figma, Angular 14, JavaScript, Sql Server , Node.js,,Bitbucket,Git

Duration: 6 Months

Role: Sr. UI/UX Developer

Responsibilities: Lead UI/UX

Description: App is built on a highly scalable and cost effective serverless architecture for video and audio streaming, live events and virtual linear channels. It is completely cloud redundant, player agnostic and supports a multi – tenant architecture with a built-in real time analytics dashboard. Participated in the development and release of the application that provides technical documents and other information to high clients. Implemented features and solutions to satisfy the requirements, along with fixing numerous software defects identified by QA and Customer Integration.

Project: Dcafe World

Technology: Figma, Angular 8.0.,
jquery, Nodejs, .net Core 3.1,Sql
Server,,Bitbucket,Git

Duration: 3 Years 9 Month

Role: Sr. UI/UX Developer

Description: The initial requirements for the system were captured in User Story & Acceptance documents and subsequently in Impact Analysts (IA) document. dcafé's dynamic OTT management system lowers technical complexities and helps launch and monetise streaming services across 12+ screens (Android, iOS, Web, Roku, Apple TV, Smart TV's, Gaming Consoles and more.) dcafé is built on a highly scalable and cost effective serverless architecture for video and audio streaming, live events and virtual linear channels. It is completely cloud redundant, player agnostic and supports a multi – tenant architecture with a built-in real time analytics dashboard.

Education

Bachelors' – B.Sc IT – Punjab Technical University, Chandigarh – 2012

UI/UX Developer – Visual Media Academy, Chandigarh – 2009

Personal Details

Languages Known : English, Tamil, Hindi, Telugu, Punjabi
Passport No. : P4544090

Location Preference : India / Overseas

(Lazarus James)