

Highly accomplished Senior Manager with extensive experience in program delivery and management, AI-driven transformation, Cloud Migration and telecommunications. Drive innovation and deliver exceptional results within the Information Technology sector, leveraging expertise in Generative AI, strategic planning, and client relationship management.

Professional Summary

- Accomplished Manager with expertise in AI-driven transformation, Cloud and Telecom solutions, driving efficiency and customer satisfaction.
- Led program delivery for Avid Technologies, integrating Generative AI for content management and achieving a 95% boost in efficiency.
- Oversaw IPsec IKEv2 integration into ADTRAN OS, ensuring secure networking across product lines.
- Directed the deployment of 5G compact core components for Samsung Korea & Verizon USA on AWS, Kubernetes, and Red Hat OCP.
- Improved delivery predictability by 20% through the establishment of stakeholder cadences and governance models.
- Managed VoIP/Telecom solutions using FreeSWITCH, Asterisk, Kamailio, and OpenSIPS, contributing to multi-million dollar client wins.
- Enhanced customer satisfaction by approximately 20% through quality-controlled delivery and proactive stakeholder governance.
- Proficient in AI Automation (LangChain, CrewAI, n8n, Make.ai), LLMs, RAG, and CRISP-DM methodologies.
- Experienced in cloud technologies including AWS, Azure, and GCP, with a focus on MEC and 5G Core & RAN solutions.
- Improved delivery predictability by 20% through the establishment of stakeholder cadences and governance models.
- Skilled in project management tools such as JIRA, Confluence, SharePoint, MS Project, Power BI, Teams, Slack, and Git.

Soft Skills

- Communication
- Leadership
- Problem-solving
- Collaboration
- Adaptability

Technical Skills

Generative AI	
Program Delivery	
Project Governance	
AI Automation	
Strategic Planning	
AWS	
Azure	
GCP	
JIRA	
Confluence	
MS project	
Software Development	

Career Timeline

Mar 2024 - Present	Program Manager - Delivery Encora Innovation Lab
Feb 2022 - Nov 2023	Project Manager -Telecom & Voice Solutions Ecosmob Technologies
Feb 2021 - Feb 2022	Sr. Technical Manager - 5G Solutions Integration Alepo Technologies
May 2017 - Feb 2021	Project Manager - System Software & R&D Sasken Technologies
May 2010 - May 2017	Technical Leader / Manager (Routing, Switching, SBC, BGF and VoLTE projects with Ericsson & Intel) HCL Technologies
Jul 2007 - Nov 2009	Senior Developer (Telecom & Embedded Systems) Datamatics Global
Jun 2006 - Jun 2007	Software Engineer (VoIP Solutions for Avaya) Tata Elxsi

Core Competencies

- Program Management
- AI-Driven Transformation
- Telecom Solutions Delivery
- Stakeholder Management
- Budget & Resource Management
- Business Development & Growth Strategy
- Recruitment & Talent Acquisition
- Operations & Process Improvement
- Global Client Relationship Management

Certifications

- Generative AI & LLM (Coursera)** (Coursera - 2024)
- Generative AI for Project Managers (PMI)** (PMI - 2023)
- PMP (PMI)** (PMI - 2022)
- Strategic Thinking** (LinkedIn Learning - 2022)
- Negotiation Skills** (LinkedIn Learning - 2022)
- AWS Solutions Architect** (2019)
- CSM** (2018)

Work Experience

Mar 2024 - Present	Program Manager - Delivery Encora Innovation Lab (Bangalore)
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Education

Oversaw program delivery, AI integration, secure networking, and stakeholder governance.

- Led program delivery for Avid Technologies, enhancing AVID Media Composer, Integrated Generative AI and Streamline unified content management.
- Orchestrated AI-driven search & semantic NLP integration, realizing a 95% increase in operational efficiency.
- Directed the integration of IPSec IKEv2 into ADTRAN OS across various product lines, ensuring robust and secure networking capabilities.
- Established consistent stakeholder cadences and effective governance models, enhancing delivery predictability by 20%.

Achievements:

- Spearheaded the modernization of content platforms through the strategic integration of Generative AI.
- Elevated customer satisfaction levels by implementing proactive stakeholder governance strategies.

Feb 2022 - Nov 2023

Project Manager -Telecom & Voice Solutions Ecosmob Technologies (Ahmedabad)

Managed VoIP/Telecom projects, defined governance structures, and enhanced customer satisfaction.

- Delivered diverse VoIP/Telecom solutions, leveraging FreeSWITCH, Asterisk, Kamailio, and OpenSIPS, both on AWS and on-premise environments.
- Defined and implemented robust delivery governance frameworks, comprehensive reporting systems, and effective stakeholder engagement strategies.
- Contributed pivotal technical solution inputs that significantly influenced multi-million dollar client acquisitions.
- Achieved approximately 20% improvement in customer satisfaction through meticulous quality-controlled delivery processes.

Achievements:

- Enhanced customer satisfaction by ensuring quality-controlled delivery, leading to about a 20% increase in positive feedback.
- Influenced multimillion-dollar client wins by providing key technical advice and solutions tailored to client needs.

Feb 2021 - Feb 2022

Sr. Technical Manager - 5G Solutions Integration Alepo Technologies (Mumbai)

Led 5G solution integration, managed cloud deployments, and improved delivery timelines.

- Spearheaded the integration and deployment of 5G compact core components (AuSF, UDM, UDR, PCF, PCRF, AMF) for key clients including Samsung Korea and Verizon USA.
- Oversaw deployments across diverse cloud infrastructures such as AWS, Kubernetes, Windriver Cloud, and Red Hat OpenShift Container Platform (OCP).
- Directed comprehensive IoT/SVT testing and stakeholder communications, significantly boosting on-time delivery performance by 20%.

Achievements:

Improved on-time delivery by 20% via the effective coordination of IoT/SVT testing and clear stakeholder communication.

May 2017 - Feb 2021

Project Manager - System Software & R&D Sasken Technologies (Bangalore)

Managed programs, oversaw firmware development, and directed resource allocation.

- **Business Management**
IIM-K

Hobbies

- Technology
- AI Research
- Project Management
- Networking
- Strategic Games

Achievements

- Modernized content platforms with GenAI integration.
- Managed successful migration of series of on-prem Freeswitch server along with customer databases to AWS cloud
- Improved customer satisfaction by ~20% with quality-controlled delivery.
- Led deployment of 5G compact core in Cloud environments, achieving 95% on time delivery.
Directed IoT/SVT testing & stakeholder communication, increasing on-time delivery by 20%

- Managed comprehensive programs focused on Mobile Satellite Terminals(MST) and Terrestrial Terminal Applications(TT-App), driving innovation and efficiency.
- Oversaw firmware development processes, ensuring high standards of quality and performance through rigorous hardware validation and software integration.
- Directed effective vendor management strategies, optimized budgeting procedures, and facilitated efficient resource allocation to meet project objectives.

Achievements:

- Successfully managed and delivered Mobile Satellite Equipment and Terrestrial Terminal Application programs.
- Implemented streamlined firmware development processes.
- Optimized resource allocation to balance budgets to meet project goals and objectives

May 2010 - May 2017

Technical Leader / Manager (Routing, Switching, SBC, BGF and VoLTE projects with Ericsson & Intel)

HCL Technologies

Provided leadership and management in Routing, Switching, SBC, BGF and VoLTE projects

- Provided technical leadership and management for Routing, Switching, SBC, BGF and VoLTE projects, in collaboration with Ericsson and Intel.
- Managed projects focused on developing optimized and Enhance network solutions.

Achievements:

- Successfully managed team in areas of Routing, Switching and Telecom Projects.
- Collaborated with Ericsson and Intel partners.

Jul 2007 - Nov 2009

Senior Developer (Telecom & Embedded Systems)

Datamatics Global

Developed robust code for Telecom and Embedded Systems.

- Developed and implemented code for embedded systems and Telecom solutions.
- Engineered robust and scalable solutions.

Achievements:

- Enhanced key functionalities of embedded telecom systems.
- Contributed toward overall system stability and performance through design and implementation.

Jun 2006 - Jun 2007

Software Engineer (VoIP Solutions for Avaya)

Tata Elxsi

Engineered various aspects of Avaya VoIP solutions.

- Developed VoIP (Voice over Internet Protocol) solutions for Avaya systems.
- Contributed towards engineering robust and reliable solution frameworks

Achievements:

- Improved the performance and stability of Avaya VoIP systems
- Designed and implemented enhancements to Avaya technologies