



Tahir Kaul

Trusted Global Delivery Partner • Executive Collaborator • IT Strategist

Spearheading Business Centric IT Roadmaps and Global Enterprise Growth Strategies across Spearheads award winning Telecom BSS / OSS Business to Business (B2B) product support.

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Date:

Dear Mr. / Ms. [First Name Last Name]

Greetings!

I am reaching out to apply for the [Position Name] position in [Company Name]. Stepping forward with over 17 years of experience in the Telecom domain, and numerous success stories to extract best practices from.

Designated in a role to lead and contribute to the top - and bottom - line results in B2B and Telecom OSS / BSS fields, I have been able to successfully drive growth in revenue and in process, while remaining well in alignment with the product line. Within the length and breadth of my role, I have had the privilege of spearheading transformation projects to the tune of 48Mn USD.

Few Niche Skillsets that I possess:

- OSS / BSS Governing, Partner Management, Interconnect Billing, Convergent Billing, CRM, Route Optimization, & Partner Analytics and structures business requirements, performing a gap analysis between goals and existing procedures, and designing process improvements to increase productivity and reduce costs.
- Spearheaded global operations, supporting Telecom businesses, catering to over of 48Mn global customers – Result: Achieved 20% YoY increase in Operational Efficiency metrics.
- E2E Delivery and System Integration experience in BSS (COTS: Billing (Kenan, Huawei), Mediation, PRM, RA, BI, MIS, CRM, UVC, Provisioning, Ubona IVR etc.), VAS (SMSC, MMSC, SDP, LBS etc.), Digital platform (IGW, UPCC, UCM, Toolbar etc.) and Prepaid IN systems.
- Delivered BSS transformation projects which involved migration from legacy system and integration with 60+ other 3rd party systems (3PP)

It would be my pleasure to meet you in person to discuss further to understand my candidacy for the [Position Name] position within [Company Name].

Best

Tahir Kaul



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Career Summary

Results driven and solutions focused leader, offering 17+ years of telecom expertise, demonstrated record of success by contributing to the top - and bottom - line results in B2B and Telecom OSS / BSS fields. Recognized for driving growth, ongoing improvement, and regulatory initiatives for key product offerings. Recognized as an evangelist, leading BSS transformation projects catering to over 48Mn. subscribers, and deftly spearheading projects to the tune of USD 15Mn. Leads multifaceted roles with an emphasis on product development, process improvement, and lifecycle management whilst playing a pivotal role in interacting with business users and stakeholders across diverse locations, and ensure to understand the business requirements and analyze ways to drive benefits for the business by leveraging scalable business strategies to drive the growth.

Differentiator

Governs OSS / BSS, Partner Management, Interconnect Billing, Convergent Billing, CRM, Route Optimization, & Partner Analytics and structures business requirements, performing a gap analysis between goals and existing procedures, and designing process improvements to increase productivity and reduce costs. Orchestrates Digital Partner Management Portfolio including Wholesale and Interconnect Billing, Partner Settlements and Route Optimization. Liaises cross - functional and third - party partnering abilities to identify and capitalize on key improvement and revenue - generating opportunities while focusing on technological and cross - product interdependencies.

Value Addition

Sustainable Solutions:

- Created and managed large project teams responsible for Customer Operations, Product Development, Professional Services, Customer Relationship and Process Engineering.
- Spearheaded global operations, supporting Telecom businesses, catering to over of 48Mn global customers – Result: Achieved 20% YoY increase in Operational Efficiency metrics.
- Enabled offshore delivery of both captive and outsourced models.
- Expert in catering across the gamut of the Telecom Domain, Data Networking, System Testing, Acceptance, Commissioning, Provisioning, Validation, Migration, System Integration, OSS Design inclusive of Root Cause Analysis, Service Fulfilment, Delivery, SDLC and Core Network roll out projects.
- E2E Delivery and System Integration experience in BSS (COTS: Billing (Kenan, Huawei), Mediation, PRM, RA,BI, MIS, CRM, UVC, Provisioning, Ubona IVR etc.), VAS (SMSC, MMSC, SDP, LBS etc.), Digital platform (IGW,UPCC,UCM, Toolbar etc.) and Prepaid IN systems

Technical Leadership:

- Excellent track record of increasing profitability through strong operational leadership, with key focus on Automation and Customer Satisfaction
- Provided management and thought leadership in Continuous Improvement Programs, Product Development, System Integration of Enterprise Wide Systems, and Quality Control
- Managed development teams that designed and implemented a variety of product customization as per the customer business need

Soft Skills

- Passionate
- Leadership
- Goal Oriented
- Free Thinking
- Attention to Detail
- Multi – Tasker
- Problem – Solving
- Presentation
- Verbal and Written Communication

Delivery Expertise

- Product Requirement Document
- Business Case Documents
- Solutioning Documents
- Strategy and Planning
- Go - to - Market (GTM)
- Sales Strategy
- Marketing Strategy
- Marketing Research
- Sales Pipeline
- Competitive Analysis

Solution Expertise

- Telecom
- Partner Management
- Route Optimization
- Convergent Billing
- Business - to - Business (B2B) Interconnect / Wholesale Billing

Product Management

- Product Management
- Product Strategy
- Pre – Sales
- User Experience (UX)
- Customer Requirements
- Solution Designing
- Project Management
- Product Launch
- Business Consultation
- Business Analysis
- User Stories
- Demos.

Awards & Recognition

- Streamlined Program Management activities of all software projects delivered from Huawei Technologies India and submitted case study for Program level process improvement
- Handpicked by Huawei Regional office team to turn around underperforming programs / projects
- Successfully delivered BSS transformation BSS projects for tier 1 telecom operators like, Telenor, Smart, MTN and Axiata groups
- Received awards and appreciations for best performance from different Huawei Regional offices and department
- Core Team member for organizing the Huawei Global PMO conference in 2015 in Bangalore
- Designed Project Management Knowledge Map and process enhancements for Huawei PMO department
- Shared many case studies within Organization. Speaker in PMO Global conference in Huawei HQ -2015, Quality conference-2015 and active participant and Speaker of various department / organizational forums and initiatives such as PMCoE
- Customer Centricity Award for the excellent support for DiGi Telecommunications transformation Project, Malaysia
- Future Star Award -2015 from Huawei
- Huawei C&Q Level 4 Certification in Software Project Management
- Best Delivery Project award (Project Manager) from Ghana Representative office for the outstanding delivery of Airtel Tigo Transformation project

Work Experience

Dec 2010 - Till Date

Senior Project Manager | Project Director- MTN, South Africa (Ongoing Project)

- Cross Country (South Africa + 7 African countries) Implementation & Business Service operations of MTN Advanced Performance Management System (MAPS). Currently handling 5 Project Managers and related teams. Project value is 15M.
- Owns complete E2E Delivery / Program Management for BSS & VAS and Digital Products
- Establishes the project, Execute, Control and Closure. Manage integration with third parties impacted, SI partner and Delivery Service Vendors (DSV)
- Leads and manages project teams for BSS integration & Mobile Money (SA, R&D, System Integration, Testing and Migration)
- Streamlines project Kick-off meetings, Delivery gate reviews (DR's), Operation budget review, Project Status reviews, Team reviews & Steerco meetings
- Owned projection of Master Project Plan and accountable for subsidiary plans, Resource tracking system, Resource effort management system (TIMES), Hardware management system, 3rd Party contract management systems and payment management system based on the payment milestones defined in contract, Tracking of Project status and Process (ERP & ISDP systems)
- Involved in vendor selection, RFP & RFQ, and as the Primary owner of the Project team, interacted with HR, Finance, Procurement, Supply chain & Logistics and administration departments. for project related activities
- Defined Project / Program level governance, processes and communication with internal and external (customer) departments and perform effective escalations for fulfilling scope of the work
- Guided the project team to resolve the bottlenecks and deliver the project. Meeting the expectation of customer and the internal business groups
- Budget Management – accountability for the delivery against the project budget
- Handled large team size of 100+ in house members and vendor teams, effectively reviewed status reporting, based on the communication plan and prepared matrices based on target audience
- Owned Information Security (IS) and Health& Safety Implementation in a Consulting / Advisory role

Critical Projects Executed

Project Manager – Airtel TIGO, Ghana – Duration – 9 months

Responsibilities included consolidation & merger of ex-Airtel customers to TIGO from eBilling system to Huawei Billing system.

Current Project in Scope

Client: MTN

Role: Project Director

Location: Across the South African region catering to South Africa and 7 African countries

Scope: Implementation & Business Service operations of MTN Advanced Performance Management System (MAPS).

Reporting Hierarchy: 5 Global Project Managers and related teams.

Project value: 15M

Methods & Framework

- E-TOM
- NGBSS
- Project Management – PMI
- Prince 2 Practitioner®
- Scrum Master – Scrum Alliance®
- ITIL V3 Foundation Certificate in IT Service Management

Industry Exposure

- IT
- DTH & Telecom – Service Providers
- Products
- System Integrators
- Consulting

Past Experiences

October 2006 – December 2010

Tata Sky | Assistant Manager For Application Operation

February 2005 – September 2006

NIIT Technologies Ltd – Senior Test Engineer

July 2002- August 2003

Cegonsoft Pvt Ltd – Software Engineer

Academics

November 2002

MCA from M.S University

April 1996

BSc (Physics) from M.S University |

Personal Details

Date of Birth – 30-04-1976

Languages Known

English – Spoken and written

Malyalam - Spoken and Written

Tamil - Spoken and Written

Project Manager – Vodafone, Ghana – Duration – 6 months

Responsibilities included implementation of Mobile Money for Vodafone customers

Project Manager – U Mobile, Malaysia – Duration – 6 months

A part of early involvement (Pre-sales support), was responsible for RFP & Project Proposal presentation

PMO – Celcom, Axiata Group, Malaysia – Duration – 14 months

Handled PMO activities for CBS 5.5 upgradation & Migration

Project Manager- SMART, Philippines – Duration 8 months

Managed Migration of 48+ M Pre-paid customers to Huawei Billing system

Project Manager – DiGi Telenor Group, Malaysia – Duration – 32 months

Was responsible for the launch of Mediation and PRM systems as part of DiGi Billing system transformation. Handled Scope Management for entire program which comprises of CRM, CBS, Provisioning, Mediation, PRM and BI, handled 50+ in-house resources

Project Manager - Alfa Telecom, Kyrgyzstan- Duration – 9 Months

Led E2E delivery (mainly implementation & migration) of CBS and CRM

Project Manager – BSNL India – Duration – 12 months

Spearheaded multi-site OCS migration project, managed a team of 20+ members for post-production support

Critical Areas of Focus

Project Management

- Accountable to lead end-to-end project management cycle; ensure to understand the systems flow, data usage, and work processes while leading large teams.
- Closely observe and investigate problem areas, determine operational feasibility by evaluating analysis, problem definition, requirements, solution development as well as proposes solutions.
- Competent in handling delivery from validation side, cross-cultural and geographical coordination, project validation ownership, technical proposal drafting, global test strategy meetings, multiple project management, and budget monitoring.

Delivery Management (Onsite and Offshore)

- End to end Delivery management Transformation - Technical Solution Development - Transition - Project Planning - Team Management and Team Building | Staffing and Management - Cross Functional Team Leadership - Product Management - Strategic Planning - Budgeting and Estimation - Manpower Utilization - Records, Documentation and Information Management - Implementation - On shore and Off shore Development and Service Operations - Scoping - Risk & Contingency Planning.

Functional Leadership

- Architects solutions to satisfy business and product needs catering to long term business plans
- Interfaces with the senior leadership team and other functional areas to ensure that most efficient solution is designed to meet business needs; ensures timelines are met.
- Develops, documents, and ensures compliance with best practices including but not limited to the following: coding standards, object-oriented design, platform and framework specific design concerns, and human interface guidelines.
- Tracks and documents requirements for enterprise development projects and enhancements.
- Influences design and development strategies. Contributes to software design reviews.
- Contributes to the continuous improvement of architecture team processes and standards.
- Monitors current and future trends, technology, and information that will positively affect organizational projects; apply and integrate emerging technological trends to new and existing systems architecture.
- Contributes to the overall systems implementation strategy for the enterprise and participate in appropriate forums, meetings, presentations, etc.
- Gathers and understands client needs, finding key areas where technology leverage is possible to improve business process; defines architectural approaches and develop technology proofs. Communicates technology direction.
- Monitors the project lifecycle from intake through delivery

Product Management

- As a product Manager, works with varied cultural backgrounds and multifunctional team across geographies. Translate strategic vision into progressive achievable task to attain business KPIs.
- Possess strong analytical skills to derive data driven business decision, and play a pivotal in an organization bridging the gap between users, business, and technology.
- Collaborate with stakeholders both internal and external; interact with prospective as well as existing customers to understand their requirement.
- Define product vision and work on actionable roadmap based on business requirements while supporting sales, marketing, and engineering team.
- Head new product initiatives, complete product life cycle and product rollouts; deploy suitable market research tools to gauge market trends and competitor activities to gain a competitive edge on the market.

Business Solution and Consultation

- Acknowledged as a strong leader capable of improving processes, increasing productivity, and rapidly resolving critical business problems.
- As an individual contributor, influence and guide various teams to develop project plan as part of the project delivery timelines
- Savvy leader with strengths in reengineering business processes, defining continuous process improvements, presiding over lively brainstorming sessions, recognizing and accelerating peer's strengths, delegating tasks, and building powerful teams that can conquer any obstacles.
- Demonstrated expertise in business consultation and pre - sales by delivering demonstration to customers. answer RFPs, build solution proposal, and pricing term sheets.
- Provide inputs to support the development of business road map to enhance product features based on market requirements.
- Ability to negotiate at all decision - making levels; experienced in consulting on the long - term and short - term projects.

Test Management

- Create and maintain the test environment and test data policy, strategy, and vision for the entire enterprise. Ensure that it is aligned to testing and business objectives.
- Partner with infrastructure, development, and testing teams to ensure that test environments and test data are delivered, monitored, and supported to a high degree of quality.
- Manage and grow a high-performing test environment and test data team with a strong, support-focused culture with high morale.
- Provide an excellent test environment and test data managed service that measures execution and client satisfaction through KPIs.

Merger & Integration

- Pre-acquisition IT diligence assignments focused on Business systems; IT Infrastructure; Enterprise Architecture; Software Development Lifecycle; Budgetary analysis; and Organizational / Personnel assessment
- Serve as a key advisor, identify and direct enterprise-wide integration and separation strategy and oversee execution of related deliverables
- Complete comprehensive offshoring of high labor activities, provide renegotiation support of key IT vendor contracts at the direction of management, and identify improvement opportunities for IT governance and project selection
- Drive the development and presentation of final project deliverables
- Actively contribute to go-to-market / industry activities, manage the quality of engagements, and facilitate the development of staff

Enterprise Technology Risk Management

- Define and develop the strategy for technology risk appetite, tolerance and limits on Enterprise level. Leverage existing work done to date where firm wide technology risk is broken down
- Drive adoption and automation of the IT environment to enable accurate and timely data feeds to drive reporting
- Assist business lines in implementing effective technology risk management best practices by developing and establishing continuous risk identification, measurement, management, control and reporting
- Provide ongoing assessment of the Technology Risk Profile through regular status reporting of risk issues and initiatives
- Develop effective Technology risk reporting and other communication channels to ensure timely escalation of significant risk issues.
- Serve as liaison with other Risk disciplines, internal departments, Regulators and other external parties.

*Reference can be provided upon request**