
Profile Summary

- Delivery Head with 25+ years of experience in telecom, MVNO, and digital platforms, with a strong track record of stabilizing complex programs and delivering at scale.
- Known for bringing **structure, predictability, and quality** in fast-paced environments by setting up delivery governance, improving team alignment, and optimizing resource utilization.
- Experienced in managing **multi-project portfolios, 100+ member teams**, and driving execution across cross-functional stakeholders. Known for **stabilizing high-pressure delivery environments** and bringing execution discipline in ambiguous setups.
- Recent focus on **AI-led delivery transformation**, introducing automation in planning, QA, and delivery tracking to improve efficiency and reduce manual effort.

Core Competence

- Delivery Leadership & Governance
- Program & Portfolio Management
- QA Strategy & Automation
- Resource Management & Optimization
- Agile & Sprint Execution
- Telecom BSS/OSS & MVNO Platforms
- Stakeholder & Client Management
- Process Definition & Implementation
- Vendor & Partner Management

Key Achievements

- Delivered **~90% on-time releases** in a high-change startup environment
- Managed **116+ resources across 7 parallel projects**
- Improved delivery predictability through **structured governance and tracking mechanisms**
- Introduced **AI-led QA and planning initiatives** to reduce manual effort and improve execution efficiency.
- Delivered telecom platforms supporting 80M+ customers at scale

Professional Work Experience

Datami Mobile Solutions Pvt. Ltd. Bengaluru - Delivery & QA Head Feb 2025- Present

- Leading delivery across **7 concurrent telecom/MVNO projects** with end-to-end ownership of timelines and quality.
- Managing **100+ resources** including PMs, QA, and engineering teams, ensuring optimal allocation and utilization
- Achieved **~90% on-time delivery** despite dynamic requirements
- Established **delivery governance framework** (tracking, reporting, escalation)
- Improved **QA processes and release stability**
- Introduced **AI-based automation (Kane AI)** for testing efficiency
- Built structured **resource planning and forecasting model**
- Handling **client communication and escalations** at leadership level.

AI-led Delivery Improvements

- Built prototype to convert **Excel-based planning inputs into JIRA-ready backlog**, reducing manual effort in sprint planning
- Developed **delivery prediction model** to identify potential delays
- Initiated **GenAI framework (concept stage)** for BRS → PRD → design → code
- Applied AI to improve **QA automation and delivery tracking**

Aircel Ltd. – General Manager Oct 2008- Apr 2024**Program & Delivery Leadership**

- Led delivery of **large-scale OSS/BSS and digital transformation programs** for mobility and enterprise business.
- Delivered platforms supporting **80M+ customers and 120M+ subscriptions**.
- Managed cross-functional teams and SI partners (**Wipro, Infosys, Tech Mahindra**).
- Owned **end-to-end delivery lifecycle** including planning, execution, vendor management, and stakeholder alignment.
- Delivered key systems:
 - Service Delivery Platform (SDP)
 - Subscription & Charging Systems
 - Customer Digital & Self-care platforms
- Played key role in **3G rollout and digital initiatives**.
- Led **architecture optimization initiatives**, reducing infrastructure and licensing costs.
- Managed **RFPs and vendor selection** across major technology providers.
- Worked closely with business teams on **GTM and digital monetization initiatives**.

I9 Ventures, Division of DainikJagran– CTO, New Delhi Feb 2008 – Oct 2008

- Led deployment of VAS platforms and high-throughput SMS gateway systems
- Architected early mobile-integrated classified platform with SMS search capability.

ActiveMedia Technology – VP (Tech), New Delhi Jan 2007 – Feb 2008

- Developed centralized billing system reducing revenue leakage.
- Built scalable SMS gateway handling multi-operator integrations

Phoneytunes - CTO, New Delhi Dec 1999 – Jan 2007

- Built and deployed Service Delivery Platform across major telecom operators.
- Achieved ₹110M+ revenue through platform deployments.
- Delivered solutions for Airtel, BSNL, MTN, and international telecom operators..

Earlier Roles

- Techno Marketing Manager – ITIDA Cad Services
- Senior Engineer – Escorts Ltd.

Professional Qualification & Certifications

- MBA from Sikkim Manipal University.
- Oracle Cloud Infrastructure Architect Associate (2023)
- OCI DevOps Professional
- AWS Solution Architect Training
- Agile Planning & Estimation Certifications