M.Thirumal Reddy

Contact

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Objective

Looking for exciting and challenging opportunities as Project Lead/Service Delivery Manager with leading organizations.
Proven ability in leading delivery teams, project operations & interfacing with different stakeholders

Knowledge Areas

- Service Delivery Mgmt
- Artificial Intelligence and Machine Learning.
- RPA Automation
- ITIL Processes
- Continual Service Improvement

Summary

- Highly accomplished, People oriented and results oriented professional with 15+ years of experience in IT/Telecom Industry and worked with various global clients in serving/managing multiple projects and has experience in Service Delivery, Transition & Operations
- Rich onsite experience and successfully handled multiple projects to international customers of Canada,Africa and Middle East areas
- Strong Maintenance and release management experience in IT & Telecom products, COTS product like OCS/CBS, CRM, HP IUM, Service Assurance tools, dashboard implementation and custom developed applications
- Experience on usage of technology for workflow automations using RPA tools to increase efficiency, reduce manual work and save efforts, cost and time.
- Have Good Knowledge on Advanced Technologies like Artificial Intelligence and Machine learning
- Strives to keep updated with latest technologies in the market and use in the current work scope.,had completed the PG Diploma Certification in Artificial Intelligence and machine learning from Great Lakes University.
- Lead the teams in front, while transitioning the projects from the previous vendors and established Managed Services
- Working with customers on review of SLA and KPI parameters, working on customer expectations and continuous service improvement (CSI)

Skill Summary

- Telecom Billing Products: Huawei CBS/OCS
- Service Management Tools: HP - SM, Huawei – OWS, Manage Engine Service Desk
- Event Management Tools: Huawei i2000, Manage engine
- RPA Tools: UiPath, Automation Anywhere
- Python and Unix Scripting.
- AI and Machine learning: Regression and Classification models CNN
- Rasa Chatbot and Spark Hadoop (Currently Acquiring).

Customers Worked For

- STC-SC, KSA – Role: Service Delivery Manager/Technical lead.
- Airtel India – Role: OCS Tariff Configuration lead
- "3" UK , India & Romania – Role: Incident Manager
- Zanzibar Telecom,Tanzania – Role: OCS Implementation lead
- Rogers Communications,Canada – Role: HP IUM Senior Technical Consultant
- BPL Telecom,Mumbai – Role: HP IUM Technical Consultant.
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- Du Dubai,Mumbai – Role: HP IUM Technical Consultant.
- HP ,France – Role: POC for HP IUM integration with Oracle BRM.

Huawei Technologies   *Aug'11 – July'20*

Service Delivery Manager / Transition Lead

- Managing end-to-end service delivery - P&L, people, deliverables and SLAs
- Responsible for continuous improvement of operational, quality and C-Sat metrics
- Responsible for Managed Services delivery in accordance with agreed SLAs and managed tasks related to Service Delivery Management, Stakeholder Management and Auditing.
- Planning, managing and continual improvement programs
- Setup Service & Process design for Managed Services projects based on ITIL V3 framework
- Performed Operations "Due – Diligence" (DD) for BSS domains to understand the AS – IS situation
- Prepare, plan & execute Knowledge Transfer sessions for all the systems and get the Sign-off from customer

Technical Lead

- Supporting in preparing the FRS Documents for the OCS (Online Charging System).
- Involved in installation of OCS Platform, Service and commissioning.
- Integrating Huawei OCS system with 3rd party systems and other Huawei products.
- Supporting operations for Huawei CRM,OCS ,Mediation,Provisioning systems as part of Daily Operations for various customer like STCsc,Lebara,Airtel
- Assisting the team in all phases of the project Commissioning, Testing, and UAT.
- Coordinating with customer and Huawei R&D for successful implementation of the project.
- Managing team who are responsible for OCS Tariff Configuration and Ensure the delivery with quality
- Worked as Incident Manager for 3 UK Operator for Operations and Handling High priority incidents .

Education

- M. Tech (Power Systems)
- PG Diploma in AIML
- PRINCE2 Practitioners
- ITIL v3 Foundation

Honors & Awards

- Huawei Future Star – 2019: Best Service Manager
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- Huawei Future Star – 2017: Best Encouraging Automations and Improving Efficiency
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- Huawei Gold Award – 2016:
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- Huawei Annual Awards – 2015: Technical Contributor award
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- Various E Awards During my tenure in HP

Hewlett Packard   *Aug'05 – Jul'11*

Technical Consultant

- Analysis on Change requests in checking the feasibility of new requirements
- Performing necessary configurations as per Business requirement
- Conducting User Acceptance Testing and taking Sign off from the Client.
- Mapping client's requirements; assisting in developing, implementing and transitioning, customizing Processes in line with the guidelines specified by the client.
- Integrating HP IUM with COMVERSE/ CISCO Switches in north bound and V21, Tera Data, Fraud systems in South bound.
- Travelled to multiple countries to be part of the onsite team supporting operations and Implementation of HPIUM for Rogers(canada),Du(Dubai),HP(france).

Professional Sabbatical   *July'20 – Present*

- Implementation CNN Algorithm to detect Pneumonia from X ray images.
- Participation in Hackathons conducted by Anaytics vidhya and Kaggle.
- Upgrading Skills in Chatbot development and Hadoop Spark.