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Anshul Jain

In pursuit of managerial level assignments in Operations Management

Location Preference: Any Where



Executive Profile

- Certified Project Management (Prince 2) with **12+ years** of rich local plus overseas working experience in Telecommunication Industries.
- Proficient in managing complete project operations entailing planning, resource utilization, maintenance & management, Logistics, stocks managements, customer agreement, admin & administration.
- Presently associated with **Reliance Jio, Indore as Assistant Manager;** working on **Reliance Jio 4G Project**
- Skilled in ensuring delivery of high quality services to support customer's business needs & achieving continued high customer satisfaction from all operational users for services
- Overcome complex business challenges and make high-stakes decisions using experience-backed judgment, strong work ethics and irreproachable integrity
- Proficiency in developing & driving integrated project plans, aligning project tactics with project strategy
- Insightful experience in activities including project scoping, estimation, planning, risk management, finalization of technical / functional specifications, resource administration & quality management of product application
- Results - proven, focused & enterprising professional with a documented record of success in managing large teams to work in sync with set parameters and motivating them to achieve goals

Key Impact Areas

- Performance Management
- Troubleshooting
- Network Planning
- Liaison & Coordination
- Process Improvement
- Team Management
- Testing & Deployment



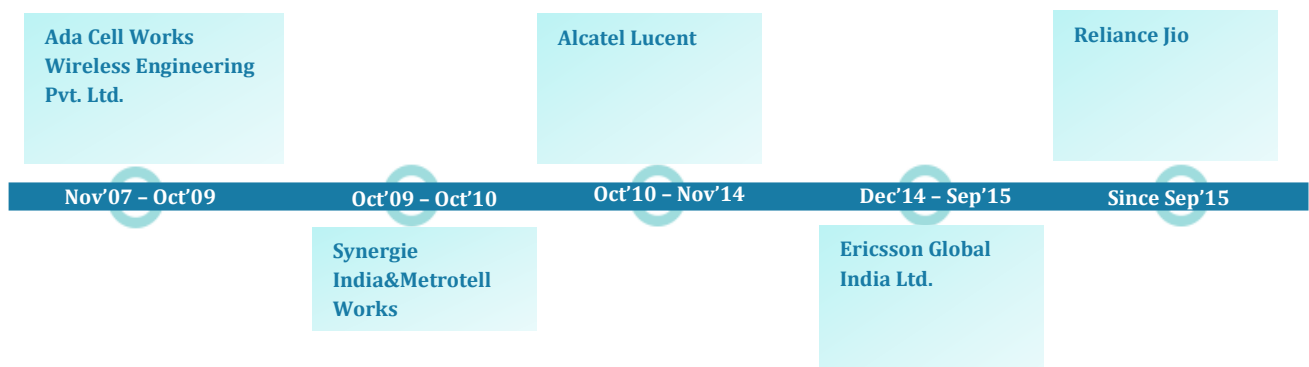
Key Skills

CommunicatorCollaborator
IntuitiveInnovator
AnalyticalAdaptive
Quick Learner Motivator
TeamBuilder

Academic Details

- B.E. (Electrical Engineering) from Shri Vaishnav Institute of Technology and Science, Indore in 2006

Career Timeline(Last 5 Associations)



Professional Experience

Since Sep'15 with Reliance Jio, Indore as Assistant Manager

Reliance Jio 4G Project

Key Result Areas:

- Contributing as bridge between customers / internal stakeholders and circuit carriers; coordinating with Project Manager on specific programs to attend meetings and translate requirements to new design
- Ensuring effective documentation and delivering customer facing technical presentations as needed
- Responding to network/ telecommunication requests, recommending ways to improve processes, and troubleshooting network related issues
- Escalating orders issues whenever necessary to make sure that the orders are delivered on time to the customers
- Troubleshooting circuit related issues occurred during the time of implementation; assisting subordinates
- Directing advance planning for resource mobilization, manpower deployment and rendering technical support; ensuring the execution of projects within time, cost & budgetary parameters
- Providing telecom network & extending communication facilities through planning, engineering, commissioning, operations & maintenance of various telecom system
- Assisting in the execution of technical meetings with customer for requirement gathering; troubleshooting all the kinds of problems
- Logistics & stock management with administration.
- Customer management with rate negotiation.

Highlights:

- Analyzed project loopholes of project and ensured on time rectification of the same
- Coordinated with service providers & vendors to ensure on time project execution
- Directed effective maintenance of bills and invoices

Dec'14 – Sep'15 with Ericsson Global India Ltd., Bengaluru as Sr. Engineer (Spain Vodafone Delivery Manager)

Highlights:

- Analyzed problems and delivered resolutions; drafted detailed reports for applicable management
- Extended support for telecom issues escalated from Help Desk; audited telecom invoices and resolved issues
- Led the presentation of new features to product customers to enhance quality
- Extended assistance and imparted knowledge to customers about new products
- Analyzed requirements and suggested a plan of action best suited to the problem

Oct'10 – Nov'14 with Alcatel Lucent, Indore as Assistant Manager

Reliance Project

Highlights:

- Coordinated with suppliers of all regions from order implementation till its delivery
- Delivered new connectivity as per the customer requirements for every part of Madhya Pradesh
- Managed internal teams and highlighted customer urgency; expedited the process for the earliest delivery
- Mentored and evaluated performance of vendor team; ensured effective report maintenance
- Prepared PowerPoint presentations for network service consumption for Business Team

Mar'10 – Oct'10 with Synergie Network Engineering India Pvt. Ltd., Pune as Delivery Manager

Unitech NSN Project & Tata Huawei Project

Oct'09 – Mar'10 with Metro Wireless Engineering India Pvt. Ltd., Ahmedabad

Highlight:

- Analyzed customer queries and extended solution for their respective concerns
- Managed client relationship with various business units; interacted with clients regarding satisfaction issues, expectations, and potential projects
- Shouldered the responsibility of rapid team expansion; provided training evaluations on a regular basis

Nov'07 – Oct'09 with Ada Cell Works Wireless Engineering Pvt. Ltd., Indore/Abu Dhabi

Tata Huawei Project as Project Engineer, NSN – Airtel Project as Optimization Engineer, 3G-NSN-DU Project as Drive Test Engineer

Highlights:

- Optimized new sites and addressed call drop, interference, handover failure, handover reversion, antenna tilting, and competitive drive test related issues
- Conducted tests, verified of hardware upgrades and new elements added; tracked upgradations

- Ensured effective maintenance of network performance; optimized KPIs and maintained HOSR, TCH and SDCCH, TCH Assignment & other parameters for meeting KPIs
- Steered planning of physical parameters of antenna height, type, tilt, azimuth, and location
- Supervised statistics and extended solution to improve the network performance
- Provided cells for Trx addition to Project Team having high TCH blocking post implementation dual rate
- Directed 3G Drive and analyzed drive logs , GPRS drive ,HSDPA drive , cluster drive ,RAC change , BSC update , software updating , analysis of 3g drives log files; steered frequency planning

Sep'07 – Nov'07 with Lepton Software Export & Research Pvt. Ltd., New Delhi as Jr. RF Engineer
MH-ITI BSNL Project

Highlight:

- Conducted drive test using TEMS 6.1.3, 8.0.2, RE acceptance test of voice quality strength & calls and field optimization; identified areas with poor network coverage and analyzed feeder swap

Certification

- Prince2 foundation & practitioner certified

Knowledge Purview

- TEMS 6.1.3, 8.0.2, HASP , NEMO Outdoor-8.0
- MCOM 4.2 & MIPT2G, MIPT, Assistant Prob, Actix, Netact
- MapInfo Professional 8.5 & 9.0

Trainings

- Two-week industrial training at Madhya Pradesh Paschim Kshetra Vidyut Vitaran Company Ltd.
- Two-week training at Satpura Thermal Power station (M.P.)



Personal Details

Date of Birth: 2nd July 1984

Languages Known: English & Hindi

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