**Uthra Devi Subburaj**

**E-mail** : uthradevi141093@gmail.com

**Mobile:** +91 7845232068

**CAREER OBJECTIVE**

Looking forward to work in a fast paced and constantly evolving environment where I could learn, implement my knowledge, and successfully deliver solution to the problems, thereby contributing to the organization growth.

**SUMMARY**

* An astute and diligent professional with approx. **3 Years** experience in Telecom Service Delivery as a **Project Delivery & Implementation Manager** at Tata Communications Transformation Services, INDIA. Constituted to be a key member of escalations team as **Delivery Escalations Specialist.**
* Grown to have **2 Years** experience in **Tata Communications Australia PTY LTD** as a network engineer in design and provisioning.
* With diverse experience across multiple projects, established as **Escalation Specialist** to handle exceptions for the new endeavor in Australia.
* **Group lead** for Third party carrier delivery and relationship management.

**SKILLS SET**

* Project management, Project co-ordination, Risk Management & Time Management, Agile & Scrum Methodologies.
* Internal team co-ordination and explaining delivery situations to Delivery Management coordinators, Customer project Managers & Delivery Escalation Managers and Network Change Management.
* Good in Microsoft tools (Excel, Outlook, Word, and PowerPoint, Visio).
* Hands on experience in design and provisioning tools like Clarify, AMDOCS, Helix, U2000, Projen, Atlas, Mapblaster Pro, ISC, Putty, Secure CRT and lease management tools like ULL gateway, LOLO, BUOS, ICANDI, ServiceNow, JIRA dashboard, COPS, TC10,
* Vast knowledge on FTTx technology and fibre Onnet designs using Alcatel & Huawei network devices.
* Team handling and management.
* Verbal and written communication skills.

**PROFESSIONAL SUMMARY**

* Worked as a **Delivery Management Co-ordinator** from June 2015and **Project Delivery & Implementation Manager** from September 2016handling Vodafone Global & BAU projects in Service Deliverywith **Tata Communications Transformation Services limited** (a fully owned subsidiary of Tata Communication Limited)
* Worked as a **Delivery Escalations Specialist** from May 2017to guide on Project Delivery Co-Ordinators and handling the team escalations guaranteeing team is on-time.
* Worked as a **network engineer** in design & provisioning from Apr-2019 and **Escalation** **Specialist** in **Tata Communications Australia PTY LTD** to handle exemptions across all team, resolve, record and highlight challenges for project betterment.
* On May-2020 designated as **Group Lead** for third party carrier and relationship management with 5 subordinates from Australia and India to establish and manage the infrastructure for enterprise customers across Australia through offnet carrier partners.

**AWARDS & ACHIEVEMENTS**

* BRAVO award for focus on execution.
* HI5 award for bringing in more projects of JP MOGAN PLC.
* EXTRA MILE performance from Royal Bank Of Scotland for meeting the customer expectations on-time and successful project delivery.
* PROFICIENT delivery Specialist from WHIRLPOOL and M&S PLC to set a milestone in delivering a solution at a shorter lead time.
* EXTRA MILE in the journey to demonstrate our scalability and focus on execution.

**PROJECTS**

Vodafone UK & Ireland, SingTel Optus

**CERTIFICATIONS**

* CCNA Routing & Switching - CSCO13390392
* Lean Six Sigma Green Belt
* Project Management Professional from PMI
* AGILE SCRUM MASTER from EXIN

**RESPONSIBILITIES**

**Delivery Management Co-Ordinator Role:**

* Coordinate with internal and external teams for timely delivery of circuit.
* Communicate with customer at each phase of the order.
* Effective management of third party vendors (Openreach BT UK & Ireland, Virgin Media Business services, Netshare, KCOM, Sungard, Equinix, etc) to deliver the solutions for the projects.
* Drive on on-hold & suspend orders.
* Use Escalation Matrix to restore the order back on track.
* Schedule field engineer for Install/Test/Integrate and arrange access at customer site.
* Meet customer expectation by delivering the circuit to the requested demarcation point.
* Focus on improving the CSAT (customer satisfaction) by providing real time order updates.
* Record timely updates in the system notes and tidy up all post installation activity.
* Provide service commencement notice to the customer on completion of circuit testing.

**Project Delivery & Implementation Manager:**

* End to End delivery of >10Mb services to Global, BAU, Enterprise and Projects customer of Vodafone in U.K.
* Validating implementation plan for the order and access method for delivery.
* Verifying core network related dependencies like Hydra cabling, Optical SFP OTN infill, DWDM Ciena 6500 Deployment, DCN, Mux Build & outages for order delivery.
* Planning and executing core outages with approval and support from end customer & different team & engineers on ground through planned outages.
* Creating Change request (CRQ) for Network related change in Remedy and coordination with Network change management for approval and assigning engineers to carry out the change.
* To analyze the Customer Design Document and ask probing question to infrastructure engineers on parameters affecting Service / Order delivery.
* Identifying the access implementation delays with the order and timely coordination with delivery co-ordinator to inform the customer on the date of order delivery.
* Analyzing delivery cost for expedites to choose the quickest possible yet cost effective deliveries.
* Managing Change and Outage at customer and network.

**Delivery Escalation Specialist:**

* Assist and support the Project implementation managers on queries with respect to products and process.
* Facilitating trainings at Pune and Chennai.
* Handling escalations as a Line 2 escalation Approver.
* Resolve the exemptions and delays caused by external & internal stakeholder ensuring to meet delivery timelines and customer expectations.
* Accomplishing Quality Audit for the team and its processes.

**Network Engineer:**

* Design & provisioning of FTTx technology using NBN
* Checking for available resources in network like VLAN, IP and subnet allocation.
* Designing of service upto 1G through Onnet fibre using SpatialWeb, MapBlaster Pro, U2000
* Provisioning of offnet services (Telstra, NBN) and onnet & handing over to installation & integration team.

**Group Lead Third Party Carrier & Relationship Management:**

* Motivate and inspire team member.
* Delegate tasks and set deadlines.
* Set clear team goals, monitor team performance and report in metrics; recognize high performance and reward.
* Discover training needs & facilitate coaching.
* Listen to team member’s feedback and resolve any issues & conflicts.
* Encourage creativity and risk taking.
* Suggest and organize team building activities.
* Managing escalation requests from customer for the shortfalls with carrier.
* Publishing bi-weekly dashboard of carrier performance.
* Improving cycle time of the offnet delivery.
* Tracking the performance and holding meetings carrier partners for improvement plans on shortfalls.

**ACADEMIC QUALIFICATION**

Bachelor of Engineering (2011-2015) from SKR Engineering college, Chennai in Electronics and communication completed first class (8.19 CGPA).

**PERSONAL DETAILS**

Date of Birth: 14 October 1993

Marital status: Unmarried

Languages: English, Telugu, Tamil

Residential Address: No:11, 3rd Street, Srinivasan Nagar, Avadi 600071

Current Address: Genesis, Alandi Rd, Laxmi Narayan Nagar, Wadmukhwadi, Charholi Budruk, Pune,

MH 412105

**Uthra Devi Subburaj**