

Project Manager with more than 10 years of experience providing cradle-to-grave management over large-scale IT implementations in Telecommunications.

Skills

Project Lifecycle Management, Business Consultancy, System Migrations, Requirements Definition & Analysis, Project Planning, Project Scheduling, Resource Assignment, Team Building & Leadership, Customer Relationship Management, Project Budgeting & Cost Control, Quality Assurance

Behavioral Attributes

Highly Organized
Strong desire to succeed and share success
Result orientated individual with energy and commitment
High degree of initiative and ability to work unsupervised

Samirendra Narayan Ghosh

- **Mobile:** +91 9547138729 ■ **Email:** samirendra.ghosh@gmail.com ■ **Skype:** samirendra.ghosh
- **LinkedIn URL:** <https://www.linkedin.com/in/samirendra-ghosh-07b2109/>
- **Address:** Uniworld City, Heights T-4/102, New Town AA III, Kolkata 700156, West Bengal, India

Customer facing Project Manager with overall work experience of 20 years and more than 10 years of consistent track record of leading & delivering product and service based projects in telecommunications. Possesses practical knowledge of business P&L coupled with strong analytical skills ensures the senior management is empowered to take decisions based on insights and key trends shared.

Committed to professionalism, highly organized coupled with excellent communication skills facilitates envisioning the bigger picture while paying attention to small details. Adept in planning and managing project timelines and delivery within budgeted cost by leading a team of individuals resulting in stakeholder satisfaction and long lasting relationship building. Ensures overall growth of the account by the quality of services rendered that in turn induces positive customer referrals.

Proficiency

- Excellent in project management methodologies, planning, scheduling and well conversant with tools
- Expert in leading software solution integration projects
- Excellent in managing, mentoring, and coaching team members
- Efficient in development of executive reports, presentations and ad-hoc reporting
- Strong research, negotiation and presentation skills
- Excellent interpersonal, collaboration and problem solving skills
- Data analysis skills with ability to interpret and recommend appropriately
- Strong understanding of SDLC and Business Analysis practices

Professional Experience

Aircorn International India Pvt. Limited ■ Gurugram, India
Sr. Project Manager, Nov 2016 – Feb 2019

Projects Handled

Reliance Jio capacity optimization recommendation POC for Kolkata circle
Service experience driven capacity optimization use cases delivery for Omantel
Pre-Sales response during RFP stage for RAN Planning at Ooredoo Myanmar
Provide project lifecycle leadership for SmartHub (internal) project

Role and Contribution Highlights

- Successful initiation, planning, organizing, execution, monitoring, control and project closure ensuring quality delivery within committed timelines and budget
- Application of knowledge, skills, tools and techniques to project activities to meet the project requirements in accordance with description, organizing, overseeing and controlling the various project processes.
- Effective client expectation management by way of understanding client requirement, clear communication and setting correct client expectations
- Handling Change Management, issues, bug fixes and track cost against budget
- Risk identification and doing effective risk management throughout the lifetime of the project with the client, internal or external, and initiate steps to arrive at a mitigation plan quickly since risk directly impacts the success of the project
- Developed macro automating generation of weekly sales booking reports from Salesforce to create bi-weekly sales forecasts, analyze and track booking trends.
- Analyze sales booking reports and assist senior management in identifying prospective opportunities with higher likelihood of booking conversions into sales

Work Experience

Total 10+ years of combined experience - Project/ Delivery Management, Business Analysis, Data science, Revenue Assurance, Fraud Management, RAN Planning

Over the last fifteen years, had the opportunity to develop and apply skill sets in the core areas of project management (Agile and Prince2), process management, client relationship management, vendor management, project study and execution, resource and task management.

- Provide annual sales booking reports over the last 3 fiscal to analyze and help formulate annual operating plan for the next year
- Ensures the maintenance of financial oversight across all APAC and ME projects / program to ensure delivery to cost and benefit.
- Responding to RFP in overall evaluation of the solution in terms of estimating effort and timelines for the executive team to take informed pricing decisions
- Demonstrated ability to make the link between Business Area Strategic goals and the Customer Experience
- Renewal of solution and product AMC by liaising with customers in APAC and ME engaging with them in contract review till closure.
- Follow up on issue and release of purchase orders and overseeing payment realization in conjunction with finance team in line with agreed payment terms
- Finally each client account was managed with finesse and is responsible for providing support, direction and overall service quality.

Mobile2Win India Pvt. Ltd (*a.k.a. Mara-Ison Services Pvt. Ltd. / a.k.a. Connectiva Analytics and Insights India Pvt. Ltd.*)

■ Kolkata, India

Manager, Mar 2014 – Jun 2016

Projects Handled

Revenue Assurance & Re-Rating Solution Implementation for Airtel PAN Africa (17 countries)

Role and Contribution Highlights

- As Program Manager handling 5 operations in parallel managing development till delivery, planned and defined scope along with activity planning and sequencing, developing schedules, time estimating, cost estimating, developing a budget, risk analysis and finally monitoring progress via reporting Percentage of Work Completion considering Effort variance, Schedule Variance
- Planning and deploying resources proactively, working as a cohesive unit with system integrators, partner and business users
- Managing change requirement during the project life cycle with proper planning on when and how to deliver the changes
- Generation of internal SOW for understanding of deliverables within the project team and internal stakeholders
- Promoted concerted focus by team members in meeting milestones by encouraging to do things the right way first and thus minimize rework
- Handled successful integration of Revenue Assurance solution with key network components like Mediation, IN (as well as OCS), MSC, SMSC, Billing and Rating.
- Ensuring seamless handover to operations team post go live stabilization
- Quarterly forecasting of revenue to be recognized from the projects assigned for the current financial year and fulfilling them to meet quarterly KRA targets
- Keep an eye on open channel of communication with all stakeholders at all times - business, system integrators, IT and network teams for meeting business needs
- Demonstrated expertise in building client centric teams to achieve goals through well defined objectives bringing out the leaders within team

Subex Limited ■ Bengaluru, India

Manager PSO, Mar 2012 – Dec 2013

Projects Handled

Revenue Assurance, Re-Rating and Fraud Management Solution Implementation for MTN Group, South Africa and MCCI, Iran

Revenue Assurance Solution Implementation for MTNI, Iran

Technology

Software:

MS Project, Word,
Excel, Outlook, Access,
PowerPoint

Protocols:

TCP/IP, SMTP, HTTP,
FTP, DNS

Systems:

Windows

Role and Contribution Highlights

- Responsible for overall program management, providing direction and formulating Program Charters, Project Charter, Way of Work documents
- Successfully steered the pilot implementation at Cameroon as project manager to win the deal for 14 operations across Africa for MTN properties
- Directed implementation and delivery for MCCI, the largest Telecom GSM operator in Iran, where their native language coupled with legacy systems migration was more than a handful to deal with
- Redesigned audits from data match to summary match level and helped implementation of two new control points to provide optimum number of reports with the existing hardware at MTNI
- Organized and reframed working modalities with third party vendors in charge of support and maintenance on SLAs
- Managed customer expectation by delivering customized dashboard reports

Connectiva Systems India Pvt. Ltd. ■ Kolkata, India

Associate Manager, Feb 2008 – Mar 2012

Projects Handled

Revenue Assurance and Re-Rating Solution Implementation for Airtel Africa (5 countries), Mediatecom (Morocco), South Africa and MCCI, Iran
Revenue Assurance, Re-Rating and Fraud Management Solution Implementation for Tunisiana (Tunisia), Wataniya (Kuwait),
Revenue Assurance and Fraud Management Solution Implementation for EMTS (Nigeria), Zantel (Tanzania)

Role and Contribution Highlights

- As a Program Manager of 5 operations across Africa supervised the stability of the performance of the systems post Go-Live.
- Successfully handled the challenge at Tunisiana to complete the implementation within an acceptable timeline – more so when their IN system was undergoing migration and upgraded to Unified IN
- Responsible for bringing the second phase of the project comprising delivery of post mediation adaptors to an acceptable closure at Wataniya was deftly handled
- At Meditel, was instrumental in migration of legacy systems along with number portability with a French speaking business clientele and helped business establish the necessity of implementing such a solution
- Steered the implementation of then green field operators at EMTS and Zantel

Macmillan-ICC Publishing Solutions Pvt. Ltd. ■ New Delhi, India

Senior Project Manager, Dec 2006 – Feb 2008

Projects Handled

Full Service Project Manager for McGraw Hill and Pearson Higher Ed. Book Publishing

Role and Contribution Highlights

- Managing key client accounts for some of the leading publishing houses across the USA and UK
- Clients range from authors, publishers, editorial, permission agencies and designers – serving as a single point of contact to help them achieve quality product to their fullest satisfaction levels.
- Catering to specific client needs and designing workflow that facilitates meeting client targets.
- Implemented cost effective programs within budget and timelines that paved the way for proven success in inculcating best practices within team members

Personal Details

DOB: 20-01-1973

Nationality: Indian

Marital Status:
Married

Valid passport : Yes
Z2267949

Compensation and Others

Current CTC:
1600000 INR/Annual

Expected CTC:
Based on company
norms and location

Notice period :
Available to join
immediately

Open for Travel
Ready to relocate

Techbooks International Pvt. Ltd. (now Aptara) ■ New Delhi, India
Associate Project Manager, Dec 2003 – Nov 2006

Projects Handled

Successfully delivered the first Direct to Delhi Full Service project for Pearson Higher Ed. Book Publishing for the organization

Role and Contribution Highlights

- Trained in Project Management modules required for project handling and migration to Delhi facility.
- Worked in York, USA facility for 3 months during 2005 as a full service Project Manager for making this transition successful.

Inox Global Services Ltd. ■ Gurugram, India
Sr. Customer Care Associate, Oct 2001 – Dec 2003

Role and Contribution Highlights

- Instrumental in increasing overall performance of the team based on Key Performance Indicators.
- Initiated methods to improve productivity of process by developing an internal quality improvement model based on client response and feedback.

Freelance Programmer developing websites, Sep 2000 – Sep 2001 ■ Kolkata, India

East Indies Lines, Ltd. ■ Kolkata, India
Sr. Executive Commercial, Aug 1999 – Aug 2000

Role and Contribution Highlights

- Building and managing team that carried out Profitability Analysis dependent on economically viable trade routes in container and cargo shipping.
- Identifying and developing relationship with various main line operators and their partners in establishing a network globally.

Intersea Feeder Services Private Ltd. ■ Kolkata, India
Executive Commercial, Aug 1998 – Aug 1999

Role and Contribution Highlights

- Negotiation and arrangement of space with various carriers on both short and long term basis; chalking out trade routes in accordance with sailing schedules for major mainline container shipping operators.

Education & Credentials

Post Graduate Diploma in Industrial Relations and Personnel Management - Bharatiya Vidya Bhawan, Kolkata

Post Graduate Diploma in Instrumentation - USIC, Kalyani University

Bachelor of Science in Physics (H) - St. Xavier's College, University of Calcutta

PMI – PMP Certificate, Project Management Professional (In Progress)

Highly mobile in my present assignments, I am willing to travel frequently and will consider relocation commensurate with compensation.