AMAN WADHWA

DIRECTOR | SYSTEMS & PRODUCT ENGINEERING

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Motivated and critical thinking engineering professional and program manager with **12+** years of experience leading key initiatives within the wireless communication technology industry. Proven track record of problem solving to deliver innovative technical solutions that drive business performance to achieve goals. Passionate and effective leader with ability to inspire cross-functional teams and build partnerships. Praised for interpersonal skills, collaborations, accountability, analytical skills, consistency and sound judgment.

CORE COMPETENCIES

- Business Operations & Enterprise Solutions
- Systems & Product Engineering
- Business Development & Market Strategy
- Account Management & Reporting
- Satellite Communications

- Project Management & Program Management
- Data Storage, Data Privacy & Google Cloud
- Customer Support & Technical Support
- Machine Learning & Design Thinking
- Staffing, Training & Retention

PROFESSIONAL EXPERIENCE

Hughes Network Systems LLC (HughesNet)   **July 2007 – Present**
                                                             Germantown, MD

DIRECTOR, SYSTEMS & PRODUCT ENGINEERING, *promoted April 2020*

- **Leadership**: Lead a team of **12** systems engineers responsible for supporting over **1.3 million** individual customers, AERO, VOIP and several enterprise customers through effective system architecture and innovative product design.
  - Supervise a team to test **50+** products, including A/B and multivariate testing, for several software and feature releases.
  - Lead system changes to optimize network capability to respond to increased user activity and usage during the current COVID-19 crisis.
  - Provide 24x7 management customer support, escalating **15+** issues per week, to all the product and customer service teams.
- **Innovation and Data Analytics:** Expertise in leading **7+** initiatives relating to performance optimization, routing technologies, service rollout, network management, change management, system data documentation and building disaster recovery networks.
  - Collect and analyze data on customer performance metrics, system net adds, call volumes, key system parameters, usage patterns and capacity and convert data into actionable insights by predicting and modeling future outcomes.
  - Lead **5+** risk management initiatives including daily generation and auditing of system and product KPI's to identify improvement avenues for optimized performance.
  - Analyze test data to inform product updates that are implemented to improve the system and build new features to drive sales.
  - Spearhead forecasting of project capacity and performance improvements based on new product features and enhancements.
- **Business Development & Market Strategy:** Manage technical development and product roadmap and provide key technical input for **20+** customer proposals per quarter.
- **Vendor and Account Management:** Manage **4+** external business partner relationships, including technology companies and analytics partners.
  - Provide key inputs on budgeting for projects such as hardware refresh, capacity expansion as well as new feature roll outs.
- **Reporting**: Lead reporting to indicate network anomaly analysis and status on engineering changes, upgrades and security issues.
  - Proactively measure and report performance metrics for c-suite reporting monthly.
- **Collaboration and Influence:** Lead **5+** cross collaboration initiatives across multiple groups, including customer service, call centers, quality and marketing functional teams to develop impactful mechanisms to optimize performance, availability and scalability of networks.
  - Collaborate with customers and **9+** internal teams, including engineering, operations, customer service and field support teams for effective and timely customization of products.
- **Mentorship:** Lead large divisional trainings and drive mentoring initiatives for junior staff, on technical and soft skills, to enhance skill set.
- ❖ **Received 15+ Hughes Awards**, including Capacity Management Excellence | Atlas Award | Swap Process Improvement | Measuring Broadband America | Capacity & Traffic Management Excellence | Implementation & Rollout Excellence | Excellence in Customer Recovery.

SENIOR MANAGER II, SYSTEMS & PRODUCT ENGINEERING, *promoted August 2018*

- **Results Driven:** Reduced inbound call resolution times by 20-25% YOY, for tier 3 help desk by creating effective troubleshooting and resolution guide for products.
  - Performed A/B and multivariate testing for products and features and managed technical product development and provided key technical input for customer proposals.
- **Data Analytics**: Utilized MS Access, Python, MS SQL, data warehousing, Tableau, and other dashboard, visualization tools for data analysis and effective c-suite reporting.
- **Leadership:** Provided 24x7 management escalation customer support to all the product and customer service teams.

PRINCIPAL ENGINEER (I & II), Systems & Product, *promoted March 2014*

- **Results Driven:** Managed **10+** engineers for deployment of over 90 wide area networks spanning across North and South America.
  - Led FCC's **'Measuring Broadband America'** program, that **Achieved No. 1 rank amongst all ISPs** for meeting or exceeding advertised download speeds, **4** years in a row.
  - Achieved over **1 million** in additional annual revenue from **6,000+** more subscribers by performing capacity management of wireless networks and transitioning **~10.5** Ghz capacity from broadband to more efficient wideband spectrum.
- **Product Support:** Provided support on various HughesNet Products, including broadband Internet service, SME plans and VOIP service.

SENIOR SYSTEMS & PRODUCT ENGINEER, *promoted March 2012*

- **Technical Management:** Lead team of **6** to successful end-to-end deployment of **12+** network operation centers (NOCs) and **60** networks in **8** months.
  - Performed onsite integration for multiple NOCs along with completing pre-service launch and over air testing.
- **Collaboration and Relationship Management**: Collaborated with software and hardware engineering, field support, network operations, RF systems to develop various mechanisms to improve performance, availability and scalability of NOCs.
- **Mentorship:** Mentored new hires in setting up Network Operation Centers for troubleshooting network issues.
- **Technical Skills:** Developed crucial skills across platforms, including Linux, Windows, TCP/IP, IPv6, VmWare ESX, Statistical Analysis, Capacity Planning, HP Blade Systems, NetApp storage Systems, Network performance monitoring and analysis.

SYSTEMS ENGINEER (2 & 3), *July 2007 – March 2012*

- **Engineering:** Designed, implemented and maintained NOCs for **5+** dedicated large brand enterprise customers, including Walmart, TJMaxx, GTech, BP, Galaxy Broadband communications and over **500,000** individual consumers.
  - Designed IP network topology and protocol, performance optimization, routing technologies, capacity planning, service rollout, network documentation, building disaster recovery networks, IT auditing and compliance.
- **Data Analytics:** Analyzed data to streamline overall utilization and consolidation of satellite capacity and saved over **$15 million** through successful consolidation of **~900** Mhz of KU band capacity.
- **Business Development**: Presented proposals to customers and coordinated between large enterprise clients and engineering divisions for custom products.

TECHNOLOGY ANALYST   August 2006 – June 2007
New Markets Growth Fund, R.H Smith School of Business, UMD   College Park, MD

- Evaluated scope and risk of new investments by venture capital fund in the Metro DC Area.
- Validated business assumptions, authored key reports and delivered components of product and business plans.

CERTIFICATIONS

ITILv4 Foundation, Certificate in IT Service Management, December 2019 – Present

The Collaborative Organization: An Enviable Core Competence, University of Maryland

Coursera: Data Scientist's Toolbox | R programming | Python to Access Web Data | Python for Everybody | Python Data Structures

Global Knowledge: Introduction to Python Programming | Project Management fundamentals | VMware vSphere: Install, Configure, Manage [V5.5] | VMware vSphere: Fast Track [V5.1]

TECHNICAL PROFICIENCIES

Software/Virtualization Tools: OpenVSwitch, vSphere, VIM, VMWare, Sandvine traffic shaping

Networking: TCP/IP IPv6 and IPv4, Cisco IOS, EM7, Ethereal, Wireshark, DNS, HTTPS, STP, OSPF, BGP, MPLS

Cloud Services (Basics): AWS EC2, AWS VPC, AWS S3, AWS RDS, AWS DynamoDB, AWS IAM

Languages: Python, Shell/Bash, Ansible

Operating Systems: Unix/Linux, MacOS, Windows

Data Visualization: Advanced Microsoft Excel, Tableau, Power BI

Methodologies: Agile & Scrum (Jira)

EDUCATION

MASTER OF SCIENCE (MS), *Telecommunications & Management* (GPA: 3.91/4.0)   **2007**
University of Maryland, James A. Clark School of Engineering and Robert H. Smith School of Business   College Park, MD

BACHELOR OF TECHNOLOGY, *Electronics and Communication Engineering*   **2005**
Guru Gobind Singh Indraprastha University   New Delhi, India