Resume
Harish Patnala

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Passport Number: Z3765209, Total Years of Experience: 10+ years

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Synopsis

- Currently associated with Subex as an **Technical Product Manager in Product Management** for **Business Assurance platform** wherein responsibilities include product strategy, user journeys, product features, product roadmap, product backlog, product release plans and business case planning
- Completed **Master Blackblot Product Management** Professional Training
- Total 10+ years of experience as into various roles Like Product Management, Solution Architect/ Business Analyst and Technical Pre-Sales Roles along with Support, Implementation and Managed Services handling varied products(OSS/BSS)at Mahindra Comviva and previously at Mobileum(formerly Roamware) and Sasken Networks
- Managed multiple projects and engaged in various business entities from requirements gathering to product deliverables
- Responded to multi-million dollar RFPs/RFIs/RFQs
- Experience in requirement finalizing, Effort estimation, Feasibility analysis, Customer Acceptance, Integration testing and Improving Quality of the work by effective process management.
- Good at collaboration & team building skills with proficiency at grasping new technical concepts quickly and utilize the same in a productive manner
- An impressive communicator with interpersonal, team building, negotiation, presentation and analytical skills.

Experience Profile: Subex (Sep 2020 till date)

Product Manager

- Manage and ensure product adherence to the product strategy and roadmap
- Construct and deliver PRDs and other supportive Roadmap information with prioritized features and corresponding justification to engineering
- Track development progress, and have periodic meetings with PLM and Engg stakeholders to advise of status and discuss open issues

Experience Profile: Mahindra Comviva (Aug 2019 till Aug 2020)

Product Manager

- Develop and manage road map for Enterprise Customer engagement platform, with a focus on real-time digital interactions and delivering excellent customer experiences
- Owns Product vision and roadmap, plan deliverables, design and launch
- Working directly with product engineering teams to execute on roadmap (writing user stories, attending sprint demos, providing in-flight guidance as necessary)
- Conducting market and competitive research to drive differentiating features and identifying product sustainable advantage

- Perform customer and user research, interacting either directly or with Sales and BD, to understand their challenges and needs
- Own profit and loss, go to market, and sales enablement strategy
- Prepare product collaterals and sales kit for Marketing and sales
- Support BD and Sales team for lead progression, client interactions and pre-sales support
- Supporting in answering the RFPs/RFI to the customer solutioning teams
- Maintaining the product lifecycle strategies (EOL & EOS)

Experience Profile: Mahindra Comviva (Oct 2015 till Aug 2019)

Business Analyst (Solution Architect)
Key Accounts & Region Handled: Airtel Africa Group, MTN Group, Vodafone Qatar, Airtel India, Idea India, Reliance JIO, Etisalat UAE, Du Dubai, Tech M Accounts

Nature of Work:

Planning & Consulting	Pre-Sale Engagement	Solution Architecture	Requirement Analysis
RFP/RFI/RFQ Handling	Network Optimization	Bid & Management	Dimensioning
Customer Presentation	SoC & Proposal writing	Bid Defence Meetings	Post PO Scoping

Responsibilities:
- Responsible in designing end to end messaging solutions in VAS domain, handling RFPs and Preparing BOQs including participating in bid defence meetings in customer premises
- Expertise in managing business operations with key focus on top line profitability by ensuring optimal utilization of resources
- Propose potential business opportunities by contacting potential partners, Re-sellers, SI, engage to discover and explore opportunities for mutual benefit.
- Provide necessary support for potential business deals by analysing market strategies, deal requirements, evaluating options; Assist in resolving internal priorities; Engage to provide feasible solutions/upgrades to solve bottle necks
- Provide technical leadership and assistance in winning strategic deals and building ongoing customer relationships.
- Develop solutions which suit customers business and technical needs and address the pain points, whilst ensuring that the performance, capacity and overall system integrity goals are reached
- Look after operators for consulting them on revenue generating streams
- Look after competitors and prepare value based props,
- Responsible for Lead generation, channel partner engagement.

Major RFP Handled:
1. MTN Group –VAS Cloud , Ngage
2. Airtel Africa – All the 15 opcos planning and optimization
3. Etisalat UAE - Ngage
4. Airtel India - Integrated Messaging and Firewall
5. Tigo Tanzania- USSD on Virtualization(VMware)
6. Du Dubai – USSD and LEAP
7. UAE Enterprises like First Abu Dhabi Bank, Dubai Health Authority, Fly Dubai, Careem, Emirates Post

Experience Profile: Mobileum Technologies Pvt Ltd (Roamware)(Nov 2012 to Oct 2015)

Senior Software Engineer

Key Accounts & Region Handled: NTT DoCoMo Onsite (Tokyo), Taiwan Mobile Onsite (Taipei), China Mobile International Onsite (Hong Kong), Global Product support (Bangalore)

Responsibilities:

- Implementation and Support for Mobileum products NTR,RSC,OM,RQM,IRTMS,SC,SCA
- Performing site upgrades and Migrations
- Complete responsibility of site O&M activities
- Giving presentations and trainings to customer onsite
- End to end testing before the launch and UAT with customer
- Cutover support during the launch night
- Resolving issues and coordinating with Engineering team
- Testing with the help of carriers and networks and submitting the results to CMI
- Migration of networks towards SMS HUB
- Resolving issues and coordinating with OpenMind

Experience Profile: Sasken Network Engineering ltd (Jan 2010 to Oct 2012)

Senior Engineer

Key Accounts & Region Handled: Bharti Airtel and Aircel

Responsibilities:

- Configuration of STP(Signalling Transfer Point),EPAP Server
- Creating TDM HSL,TDM LSL,ATM and IP links, MAPSET,MRNSET,GT config,SSN routing
- MNP implementation
- Fetching different types of reports from Net boss daily and IAS based on the customer requirement.
- Providing support for Net boss (Sun Microsystems server) , IAS(HP DL360 G5 Rack mounted servers) and EPAP(Tek server)
- Daily System Health check and Backup
- Working exp on protocols like SS7, GSM, MAP etc
- Configuration of L3 switch
- Establishing IP connectivity with VAS (TeleDNA, Acision, Comverse)nodes and configuration, sharing of traces based on requirement from customer

Technical Expertise

- Virtualization (VMware vSphere 6.5)
- Cloud(Public, Private and Hybrid)
- SS7 signalling (MTP,SCCP,MAP,CAP)
- GSM concept, GSM architecture, GSM channels concept, GSM calls flows.
- GPRS, SMSC, SGSN, HLR, SMPP.
- Sigtran and TCP/IP
- UNIX and Sun Solaris
- Oracle data base knowledge
- 2G,3G,LTE

- VAS platforms and IN

Trainings undergone

- Completed Blackblot Product management training
- Completed VMware vSphere 6.5 Virtualization training at VMware Bangalore
- Completed AWS Cloud Training
- Have undergone Telecom Training at Nano cell Bangalore
- Completed training on GSM technology and SS7 from Sasken Network Engineering ltd
- Have undergone training for Rack mounted and blade servers by HP
- Tekelec Eagle STP
- EMS (Element Management System)
- MNP (Mobile number portability)
- Training on Roamware products (NTR,OM,GLR,IRTMS,SC,SCA,RR)
- SMS HUB Training by OPENMIND

Education Qualification

CLASS	UNIVERSITY/BOARD	SCHOOL/COLLEGE	YOP	PERCENTAGE
B.E(ECE)	V T U BELGAUM	PES SCHOOL OF ENGINEERING, BANGALORE	2009	65.0
PUC	BOARD OF INTERMEDIATE EDUCATION:A.P	VIKAS VIDYALAYAM JUNIOR COLLEGE,VIZAG	2005	89.0
10th	I.C.S.E	ST.VINCENT'S CONVENT SCHOOL,BRAHMAPUR	2003	63.66

Personal Details

- DATE OF BIRTH : 17th June 1986
- SEX : Male
- MARITAL STATUS : Married
- NATIONALITY : Indian
- LANGUAGES KNOWN : English, Hindi, Oriya, Telugu, Kannada and Bengali
- Holding USA – B1/B2 visa and valid till Mar 2026.

Achievements & Accolades

- Received "PARAGON AWARD" & "BEST TALENT AWARD" from Mahindra Comviva and many more
- Received "SPOT AWARD" from SASKEN
- Received "EXTRA EFFORTS AWARD" from TEKELEC
- Received "MVP AWARD" from Mobileum (formerly Roamware)

Declaration

I hereby declare that the information given above is true to the best of my knowledge.

Place : Bangalore **(PATNALA HARISH)**