



## PROFILE

Engineering Professional having about 15+ years of rich experience in product deployment, for Telecom industry with 4+ years in Big data domain, passionate about new technologies, data and analytics. It is often said that to operate effectively within a competitive environment, one must be tenacious, analytical, and highly dedicated to uphold the commitments. I believe in this and live my career with these aspirations



## Summary

15 years of experience in Project Management, Agile methodology, Testing (Functional, database, load, regression and performance ), Automation, Customer Trials & Pilots, Deployment, User Acceptance Test, Support, Case Handling and Team Management skills in CDMA/LTE/CSON/OSS/FixedLine/Big data for Telcos

**Successfully Completed Nokia Program Management Expert Development Program along with Nokia PMI based Project Management - PMP® Self Study**

- lead and manage Big Data, ETL, Automation, Testing and Requirements Analysis.
  - Strong project management skills, with experience in an agile development environment
  - 4+ years of experience in global support operations
  - Strong QA background with experience in identifying and reviewing test plans, test cases and testing results.
  - Experience in testing web technologies and back-end services
  - Coding/Scripting in Shell and Python Scripting
  - Worked with big telco players Verizon, KDDI, US Cellular, Tata Teleservices, MTN, Saudi Telecom Company STC, American Movil
  - Knowledge on Virtualization, Cloud technologies, Kubernetes, Dockers and Devops
  - Contributing on application innovation, serviceability and quality
  - Willingness to travel for international assignments
  - International experience visited for business (Finland, Riyadh-Saudi Arabia, Ireland) and worked with different people across world Germany, Finland, Poland, Portugal, China,Japan
- An effective communicator with excellent relationship building & interpersonal skills. Strong analytical, problem solving & organizational abilities. Possess a flexible & detail-oriented attitude.

Basic knowledge on Virtualization, Cloud technologies, Kubernetes, Dockers and Devops (Currently updating) and Zeal to learn new technologies



## TOOL BOX

<b>Big data</b>	<b>Cloudera and Wandisco platform</b> Hadoop, Spark, Kafka(ETL), Hive, Postgres
<b>OS</b>	LINUX (RHEL, Solaris, Ubuntu, Fedora, CentOS) and Windows Server
<b>Programming Languages</b>	Shell & Python scripting
<b>Server hardware</b>	HP, Dell, Nokia Airframe Blades, EMC
<b>Certification</b>	ISTQB Foundation level
<b>Automation Framework</b>	Pegasus (Eclipse IDE), Robot framework
<b>Tools</b>	<b>Microsoft Project, Jiras, Git, SVN</b> , Wireshark, iperf, Strongswan, Jira, Confluence, Git, SVN,

<b>Technologies</b>	Cisco switches & routers. VMWare ESXi virtual clusters Wireless Telecom products NEC microwave transmission, Cisco IP Transport Networks, Ericsson, Motorola, ZTE CDMA network and Nokia eNBs
<b>Languages</b>	English (fluent in speech and writing), Tamil (native), Kannada

---



## WORK EXPERIENCE

2009.11 - Till date

**R&D Manager, Nokia, Bangalore.**  
**(Nokia acquisition of Motorola Wireless network infrastructure in 2012)**

2016.02 - Till date

**Project: Cognitive Analytics for Customer Insights (Big Data)**, Clients: US Cellular, MTN, Saudi Telecom Company STC, Mobily, AMX (América Móvil) affiliates etc.,

**Role : Technical Project Manager**

**End to end Project Management of Nokia CEMOD (Customer Experience Management on Demand, Nokia Big Data Analytics Product based on Hadoop) Customer Projects activities and responsible for Customer Large distributed Big Data Production Deployments from hardware commissioning to Go Live across Global Telecom Operators** and internal communications on customer production support issues, Troubleshoot, reproduce, debug, and diagnose customer issues, Interface with customer's and Customer Teams via telephone, email, WebEx sessions, performing **User Acceptance Testing** activities with Customers and addressing queries and issues that needs fixing of any defects.

**Leading a team of 6 Senior members and first point of contact for all the Customer projects from different timezones.**

**Attending Customer Project Calls/Meeting and working on Projects with different time zones and prioritizing the work**

Generation and distribution of all management reports - Internal and External

**Planning Resources, Effort estimation for Customer Projects including onsite travel,** arranging visa by interacting with Nokia Travel desk and sometimes outside travel agents

**Manage the day to day technical challenges for different customer projects for installation, upgrade, new feature request, bugs and fixes in the Production.**

**Work collaboratively with internal Solution Architects, Vendors, Customer teams, L3 teams (CARE) from different locations ( Chennai, Noida, Portugal, NAM, Latin America, MEA etc.) to resolve any technical constraints.**

Delegating Project Jiras to support engineers and follow up on issues related to R&D teams and getting ETA for fixes.

**Working with Program Managers on Release activities including verification of final build released to customers**

Interaction with Product Line Management and Services Organization for Customer projects and for Making compliance, BOQ.

**Handling emergencies**, escalations arising in Production 24x7 and RCAs, responding to technical queries and sometimes follow up with Cloudera/Wandisco platform support team to resolve issue, working in cross-functional, geographically dispersed team and customer base.

Work closely with Engineering teams to drive the timely and quality release of new products, Assist with debugging complex product installations, resolves complicated product problems by applying both established procedures and creative alternatives.

**Excellent problem-solving and Technical skills**

**Ensuring Change Management, Lessons Learnt capturing & defining new required processes.**

**Acting as a Project Coordinator for onsite and offshore team for pre and post**

## **deployment Issues**

### **Contributing on application innovation, serviceability and quality**

Work with Product Managers, pre-sales supports to create usecases for Customer demo for new features and releases using simulator

**Being Accountable** for my work, help others that are in need, willing to make a mistake, and resolve problems by interacting with coworkers directly.

### **Travelled to Saudi Arabia, Riyadh for Saudi Telecom Company STC twice, for Production Upgrade and User Acceptance Testing with customers**

RCA/EDA for Customer issues and prepare the report and share with Project teams

## **2014.04 – 2016.01: Project: LTE Transport Integration & Verification**

### **Role : QA Manager ( Automation )**

Handling 9 team members with multiple projects (Flexi Multi-Radio BTS FSMr3, FSMr4 for LTE).

The project begin with complete transition of the automation work for Nokia Flexi Multi-Radio LTE eNB transport (mobile backhaul) Integration & Verification (IV) being carried out in **Oulu, Finland** to Bangalore using Pegasus Test automation framework (Eclipse based) with combination of **Python, and shell scripting** and later from other location Ulm, Germany & Dallas, United States and Bangalore become to main center for Transport centric location for I&V

**Primarily responsible** for automated test design, frontend and backend feature implementation, identification of key technical risks and issues and any other improvements to the test automation framework in an agile development environment

Test scenario, testcases identification using different testcases techniques & guide team for better coverage& using standard format for automated testcases that can be seamlessly used across different setup. **Effectively Transitioned and managed Strategic Projects from onsite Finland to offshore Technology center in Bangalore**, India & Successfully brought automation test environment ( CRT ) in Bangalore same as Oulu, Finland Lab in short span of time.

Successfully transitioned work from Dallas & Ulm through video conference meeting and QA sessions

As a part of **MBB Lean program**, achieved target to increase **Test Automation** (Regression Tests) every year

**Taken overall ownership of automation Lab and its optimization**, utilization of hardware and actively look for reuse.

**Built the automation team of 9 members from ground up.**

Providing **technical aspect for P7, P8 Milestones along with Trunk executions**

## **2011.12 – 2014.03 Project: Centralized Self Optimized Network Customer: KDDI, Japan**

### **Role: QA Lead**

This project involves End-to-end testing of CSON platform with real LTE EMS (OSS) with eNBs & CDMA OMCR with BTS & simulated EvDO networks for non-NSN vendors.

Evaluation of LTE EMS (NSN, Samsung ), EvDO ( Hitachi, Samsung) & CDMA (NSN) and OAM feature requirements from customer KDDI, involved in Requirement Analysis and maintaining the Requirements Trace matrix by mapping the testcases to requirements.

Involved in bringing up the end-to-end system test environments from scratch includes CSON (HP blades, EMC VNX5600 ) NSN EMS with eNB (BCU3), CDMA OMCR with Supercell BTS

configuration& simulators for Non-NSN EMS, OMC (EvDO)

Project started with Project Manager, myself and my team members travelled to Hyderabad and worked with development, unit testing team to get hands on the project work and came back to Bangalore and **started setting up new Team and Lab environment by hiring for E2E Project and conducted interviews and selected candidates** within Nokia from different Business Lines.

Provided Class room training and on job training to all new joiners

Provided **top issues in defect triage meetings and ETA estimate time of arrival of Fixes for issues** on daily basis during test execution phases

Weekly presentation of QA metrics, risk areas to higher management

**With team of 16 members, Project successfully was run for Five major releases which each releases going for more than 6-8 months duration**

**Sr Software Engineer, Motorola solutions, Bangalore**

2009.12 – 2011.11 **Motorola's CDMA Functional & Performance testing**

Tested & analyzed the **performance, stability, load/stress, systems & availability** of the Motorola's radio access networks (RAN) includes Supercell BTS, Mobility Management, Vocoder Processing Unit (VPU), Selection & Distribution Unit (SDU) with unique call models suiting the customer requirements ( KDDI, Verizon).

Execution of the test cases and collection of **system performance** data including response time, throughput, CPU & memory utilization etc. and sharing results with System Engineering team for checking system performance on every release

2008.6 – 2009.11

**L&T Infotech Pvt. Ltd, Bangalore**

**Project:** Femtocell testing. **Client:** Airvana

Prepared Test Plans and Test Cases based on Customers' Requirements include AirvanaHubBub CDMA Femtocell Feature System Requirements Specification and Design Documents. Integration testing coordination and execution. Proficient in setting up the test environment to execute the testcases mentioned above and test results are analyzed and shared with them

2006.10 – 2008.5

**ZTE Telecom Pvt. Ltd, Bangalore**

**Project:** CDMA BTS, BSC, PDSN deployment and support. **Customer:** BSNL, Tata Indicom (Tata Teleservices), Reliance Communications

Engage with customers and implementation teams around solving business and technical problems in the Network connectivity and new deployments. This project involves handling of Acceptance Testing for ZTE CDMA 2G &3G EvDO Radio Access Network (RAN) Systems with Telecom operators. Worked as a Project coordinator for Network expansion activities

2005.8 – 2006.8

**Tata Teleservices Pvt. Ltd, Chennai**

**Project:** Deployment of Microwave/Transmission links and expansion of network.

This project involves handling of complete **Chennai network expansion** activities includes addition of new microwave links (NEC, DMC ), multiplexer (ECI) & commissioning of Base station (Ericsson RBS1130) and integrating to Network Management Systems ) for remote monitoring and control. Report generation of traffic on daily, weekly and monthly basis for Key Performance Indicators. **Vendor management** & coordination for transmission links. Provide 24X7 support for any network maintenance activities and quick restoration.



## EDUCATION

2013

**Birla Institute of Technology & Science, Pilani, India**

Master of Science, Software Systems

2005

**Jaya Engineering College, affiliated to Anna University, Chennai, TamilNadu, India**  
Bachelor of Engineering in Electronics and communication



## OTHER

**Citizenship**

Indian

**Year of Birth**

21/09/1983

**Awards**

Nokia Praise Excellence (eThanks) Award from Tolulope BAMGBOYE (Customer Project Manager) for being instrumental to achieve MTN Nigeria CEM commercial launch

Received Appreciation Certificate Digital Intelligence In recognition for excellent contribution towards identifying most number of issues on the CEMoD Bug Bash day.

Received Certificate of Appreciation In recognition for achieving > 10 GIM points in 2017

Received Appreciation Certificate CEMoD In recognition for ground-breaking work in bringing up demo setup

Awarded Nokia Excellence for contribution towards Automation and flexibility of ramping up Automation team and replicating Continuous Regression Test (CRT) setups in Bangalore

Have been conferred SPOT award by Nokia thrice for excellent contributions, hard work & fast ramp up in critical phase of Centralized Self Optimized Network (cSON) testing, ensuring the excellent quality and on time delivery of the release.

Received MOMENT! By Motorola Solutions In recognition for excellent contributions in unearthing many critical issues related to Feature & Regression testing.

Received Motorola's 2010 ACE OF CLUBS Reduced Cost of Poor Quality Award for Efficient Improvement across Functional & Performance Regression Test.



## PERSONAL DETAILS

<b>Date of birth</b>	:	21st September 1983
<b>Nationality</b>	:	Indian
<b>Marital Status</b>	:	Married
<b>Passport</b>	:	Z3363093
<b>Present Address</b>	:	33,9 <sup>th</sup> cross, Thimmaiah Garden, RT Nagar, Bangalore, PIN- 560032
<b>Email Address</b>	:	jayaprakash.sinnappan@gmail.com
<b>Phone Number</b>	:	9740905759
<b>Linkedin</b>	:	<a href="https://in.linkedin.com/pub/jayaprakash-sinnappan/21/b03/a4a/">in.linkedin.com/pub/jayaprakash-sinnappan/21/b03/a4a/</a>

