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| **Technical Director**Chirag_Jha_Profile_Pix Solution Driver who bridges the gap between business and technology with expertise in managing complex programs and multiple concurrent projects with specialization in**AWS Solution Architecture/Enterprise Architecture,****Salesforce, Zuora, Apttus, Oracle BRM and Telecom OSS/BSS Transformation Expert****CHIRAG JHA** |
| Career Summary* **Technical Director with 21+ years of international experience** in heading Enterprise Architecture, optimizing business operations, and setting the direction and approach for integrating information applications and programs
* Designed and implemented **technology-enabled business solutions** in client-facing and team leadership roles
* Architected, designed & developed enterprise solutions while maintaining scalability, performance, availability and quality especially in billing domain
* Provided thought leadership and technical consulting in defining, implementing, ensuring, measuring and continuous improvement along with quality standards, frameworks, practices and measurements
* Defined service delivery standards, ensured adherence to delivery model, defined the roadmap using **AWS roadmaps; maximizes alignment and ease of adoption as new services and products as they become available**
* Supported the sales effort for new business development; provided pre-sales support for opportunities in the Telecommunication, SAAS offering, CLOUD compute and Gaming verticals
* Gained comprehensive international experience of working in 15+ countries such as **USA, UK, Japan, Australia, South Africa & South Korea** and working in a cross cultural environment
* Versatile, high-energy professional, successful in achieving business growth & development objectives within rapid changing environment using excellent communicator, people management, analytical and problem-solving skills

Education & Credentials* Certified Senior Management Program from **IIM Calcutta - 2014**
* Diploma in Information & Technology in 1993
* Bachelor of Science from St. Xavier College, Ahmedabad, Gujarati University in 1993

**Certifications** * AWS Developer Associate – Simplilearn
* AWS Solution Architect – Simplilearn

 | Contact* chiragjha@gmail.com  9909961391

Core Competencies

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| Enterprise Architecture |
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| Service Delivery |
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| Technical & Business Analysis |
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| Program Management |
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| Pre-Sales Support |
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| P&L |
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| Code Configuration & Customization |
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| Change Leadership |
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| People Management & Training |
| Oracle BRM |
| Apttus |
| Zuora |
| SalesForce |
| Siebel |

Skill Set

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| Motivator |
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| Communicator |
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| Change Agent |
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| Collaborator |
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| Career TimelineNotable Accomplishments across the Career * Recognized with **Top Architect Award** as a recognition for lead role and effort at Korea Telecom
* Spearheaded a team of more than **30 resources including 5-SA, 8-SME and 17-Consultat including Oracle employee and sub-contractors**
* Successfully negotiated **Agile Methodology**, iteration requirement and resource planning with customer and system integrator
* Overcame a challenge to build **Solution COE group in India** to support global project delivery
* Merit of building a **strong 50+ SCOE team in 6 months**
* Initiated the **SCO center in Pune** to attract local expertise
* Defined **SA and BA on boarding process including working on shadow project and 70% of** time converted them into billable activity
* Successfully managed **Ahmedabad and Pune office**, traveling twice a month to work with Pune team including weekend hiking activity.
* Played a key role as an **Enterprise Architect representing Oracle** and leading design authorization team include customer, system integrator and Oracle Development Team
* Engaging Customer CxO level priority, Enterprise Architect team from customer, Solution Architect team of System Integrator to discuss and define implementation priority for various CRM, OSS, BSS and 130+ integration modules.
* Working with **CxO level** to finalize budget and estimate for each change require to delivery based on priority
* Steered large-scale business application architecture and design efforts; developing and maintaining application architectures for various business functional areas
* Performed **leadership role (Technical Management/Solution Architect) to define and deliver RODOD** (Rapid Order Design Order Delivery) and beyond implementation for Korea Telecom using complete Oracle product stack
* Planned **Hybrid Model of OUM and Sprint Methodology** to deliver RODOD implementation
* Acted as **Primary Contact** for design issues, functional gap, end to end discussion (RODOD) and interfaces with legacy and downstream applications and Single Point of Contact for team deliverables

Work Experience **Since Oct’18** **Synthesis – UK, EU & ME, London, UK (Practice - Salesforce, Quote to Cash, Zuora, Apttus, OBRM) as Technical Director** **Key Result Areas:** * Spearheading and leading multiple teams of 10**-15 Solution and Technical Architects to own, drive & deliver critical SAAS projects**
* Participating in cross-functional, cross-discipline architecture teams to enhance / set architectural direction for key business initiatives
* Driving end-to-end execution of the solution identification exercise involving interaction with the client, requirement analysis, development of workflow solution, preparation of SOW, solution customization, configuration, implementation and end-user training
* Developed & led technical design steering group consisting of all lead architects and technical leads
* Initiating strategies and leading ongoing development of resources is achieved (includes technical and personal development, succession planning)
* Driving end-to-end execution of the solution identification exercise involving interaction with the client, requirement analysis, development of workflow solution, preparation of SOW, solution customization, configuration, implementation and end-user training
* Ensuring that the enterprise solution spanned the customer’s business processes; designed innovative solutions that maximized the use of standard product capabilities to meet customer objectives
* Understanding large analytical environments, with many stakeholders, users, different sets of requirements, technology stacks
* Initiating effective risk management measures, for the project management organization assigned
* Using the project life cycle methodology defined under the process framework & ensuring that customer deadlines are met within project budgets
* Helping the PGMO to develop and implement a comprehensive set of program and project metrics to measure and maximize performance
* Building a trusted partnership with clients and account managers globally and helping the Business Development Team to identify and capture future business opportunities

**Highlights:*** Merit of steering project ACV/TCV from 1 million to 350,000 USD
* Acted as Enterprise Architect for a major Telecom and SAAS offering (mention domain; e.g.; Finance) transformation project (INR 2-8 Crores / US$ 1-2 Million); worked with multiple teams (mention; e.g.; Finance, PWC, IBM, IT Onshore and Offshore) to drive architectural alignment for complete solution
* Leveraged technology architecture to increase asset value of the company and secure further investment for growth

**Apr’17-Oct’18 Apttus, Ahmedabad, Gujarat, India as Director Solutions** **Highlights:** * Mentored a team of 40+ solution architects and business analysts
* Streamlined the project resourcing, delivery milestone and RACI compliances
* Built strategic approaches for development of solutions and led team assignments and balance workload in a deadline driven environment
* Worked on the change control process; perform risk assessments and analysis to identify and document impact of any proposed changes
* Working closely with the account management team to maintain high levels of customer satisfaction throughout the customer lifecycle
* Led various onsite workshop and requirement discussion by identifying current integration landscape & proposing to be process
* Working with Sales & PM Team on effort estimate and budgeting & CxO level to phase out project /financial milestone

**Jul’14-Apr’17 E2E, South Africa as Solution Architect – Telecom Transformation** **2013-2014 E2E Solution Architect – Telecom Transformation, U.S.A.** **Highlights:** * Managed the change request and coordinated the changes required with the development team
* Interacted with the stakeholders to translate the business requirements into actual project plan
* Implemented project plans within pre-set budgets and deadlines
* Drove a departmental reorganization and established holistic and top-down leadership to meet business objectives
* Architected suitable solutions for opportunities in the related domain
* Created solution architecture and planned the development effort and recommending resource allocation and setting up communication channels across the organization
* Liaised with the client’s business and IT teams to gather, define, clarify and refine requirements; guided the architecture and design of applications
* Leading large-scale business application architecture and design efforts; developing and maintaining application architectures for various business functional areas
* Mitigated risks associated with the technical architecture, implementation and deployment,
* Assessed business requirement workshop, review for “AS IS” process
* Built a “FIT & GAP” and “TO BE” process analysis for application and data migration
* Initial setup of complete RODOD component (Siebel, BRM, OSM, SOA, AIA Communication PIP) to use as sand box to compare various legacy homegrown middleware processes

Previous Experience **Mar’13-Apr’17 Oracle, Ahmadabad, GJ, India as Consulting Technical Manager/EA****May’06-Feb’13 Oracle, Boynton Beach, FL, USA as Solution Architect****Apr’03-Apr’05 Portal Software, Tokyo, Japan as Sr. Principal Consultant****Mar’98-Mar’03 Portal Software, Fremont, CA, USA as Consultant** **Mar’93-Feb’98 Tata Telecom, Gandhinagar, GJ, India as Application Developer**Key Clients Managed

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| --- | --- | --- | --- | --- |
| vodafone | telstra | kt | charter | mtn |
| mts | telus | shaw | iridium | USCelluler |
| cisco | intuit | veriozontele | sprint | jphone |
|  |  | nintendo | BD71C0C4 |  |

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**Please refer to annexure for details on projects:**

**Annexure**

| **Customer** | **Company** | **City** | **Country** | **Project Description** | **Start Date** | **End Date** |
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| Telecom TransformationMTN | Oracle | Johannesburg | South Africa | E2E Solution Architect OSS/BSS Transformation. Implementing RODOD solution. | Jult’14 | April’17 |
| DSL/VoIPCharter Communication | St. Louise | USA | Solution Architect OSS/BSS Transformation. Implementing RODOD solution. | Jan’13 |  une’14 |
| DSL/VoIPVerizon | Atlanta | USA | Solution Architect OSS/BSS Upgrade legacy SOA/AIA solution to RODOD. | Nov’12 | Dec’12 |
| DSL/VoIPCharter Communication | St. Louise | USA | Solution Architect OSS/BSS Transformation. Implementing RODOD solution. | July’12 | Oct’12 |
| Telco-GSMKorea Telecom | Seoul | South Korea | Solution Architect OSS/BSS Transformation. Implementing RODOD solution and later enhancing both Billing and AIA PIPs. | Jan’12 | June’12 |
| Telco-CDMAMTSA | Winnipeg | Canada | Solution Architect during Integration and system testing for Legacy Data Migration to BRM including SOA, AIA, xRef and Siebel – RODOD Implementation. | Sep’11 | Dec’11 |
| Gaming, Nintendo | Redmond | USA | BRM, SOA, EBS Integration | Sep’10 | Aug’11 |
| Telco-CDMAMTSA | Winnipeg | Canada | Legacy Data Migration to BRM including SOA, AIA, xRef and Siebel | Feb’10 | Sep’10 |
| Telco/DSL SHAW | Calgary | Canada | Legacy Data Migration to BRM | Aug’09 | Jan’10 |
| CISCO-WEBEX | Santa Clara | USA | Legacy Data Migration to BRM | Aug’09 | Feb’09 |
| SAAS Intuite | Mountain View | USA | BRM, SOA,AIA 2.5 | Dec’08 | Jul’09 |
| Teclo - Iriridum | Phoenix | USA | Legacy Data Migration to BRM | April’08 | Nov’08 |
| Data center Internap | Atlanta | USA | Billing system upgrade from Portal Infrenet 6.5 to 7.3 ) | Aug’07 | March’08 |
| VoIP Phone Company SunRocket | Vienna/DC Area | USA | Legacy database migration to BRM7.3 (Portal Infranet). 400K + accounts with new billing and CRM application implementation. | Jan’06 | Jun’07 |
| Mobile PhoneTelus  | Toronto | Canada | Billing application and Database System tuning and Performance. | Apr’06 | Jun’06 |
| Cellular CompanyUS Cellular | Chicago | USA | Billing system upgrade and CRM integration. | Jan’06 | Apr’06 |
| Covad | Independent Consultant Portal Software | San Jose | USA | Enhancing production system and preparing for upgrade plan. | Sep'05 | Dec'05 |
| Sirius  | New York | USA | Design multi company multi division for existing billing system. | Jul'05 | Aug'05 |
| Vodafone | Tokyo | Japan | Replace Legacy Billing and Rating System with Portal Infranet and integrate. | May'03 | Apr’05 |
| Vodafone | Kalskrona | Sweden | Legacy Billing System with Portal Software's Convergent Platform | Mar'03 | May'03  |
| Telstra | Melbourne | Australia | Data Billing Solution for GPRS, 1xRTT, BREW and Content Management | Sep'02  | Feb '03 |
| Catteleya/Sapphire Systems Inc | Fremont, CA | USA | Internet Based Traffic Monitoring and Billing System (VoIP, ISP, B2B) | Mar’02 | Aug02 |
| Standard Chartered Bank | Hong Kong | Hong Kong | Internet billing system for catalog system (b2b). | Feb'01 | Feb'02 |
| Time Warner | Columbus,OH | USA | Internet billing system for Cable Service | Nov'00 | Jan'01 |
| Malaysia Telecom | Kuala Lumpur | Malaysia | Internet billing system for ISP/Web Hosting service | Sep'00 | Nov'00 |
| Metrodata | Jakarta | Indonesia | Internet Billing system for ISP/Web Hosting service. | Jun'00 | Sep'00 |
| Sprint | Kansas City, KS | USA | Internet billing system for DSL service. | May'00 | Jun'00 |
| Peakhour | Sydney | Australia | Internet billing system for ISP and web hosting | Mar'00 | May'00 |
| Qwest | Columbus,OH | USA | Internet billing system for ISP and Sub ISP providers. | Aug'99  | Mar'00 |
| Inktomi | Foster City,CA | USA | Internet cfor Shopping Engine. | May'99 | Jul'99 |
| Concentric Network | San Jose,CA | USA | Internet billing system for Internet Service Provider. | Apr'98 | Apr'99 |
| Tata Telecom Ltd. | Tata Telecom Ltd. | Gandhinagar | India | Telecom billing system for EPABX system and in-house MIS development. | Sep’93 | Mar’98  |