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TARGET MARKET

- Key Account Management
- Customer Success Management
- Program and Delivery Management
- Agile Project/Delivery Management
- Telecommunication and Wireless Technologies

SKILLS & COMPETENCIES

- Technology Sales and Corporate Sales
- Account Management
- Customer Management
- Partner Management
- Commercials and Negotiations
- Leadership and team Management
- Program and Delivery Management
- Customer Escalation Management
- Budgeting and Program Execution
- Software Operation Management
- Project/Program Implementation
- Project Estimation and Cost Analysis
- Resource Handling and Management
- Delivery Process Improvement and Implementation

ASHISH R PATTNAYAK

PROGRAM LEAD of KEY ACCOUNTS| MBA Marketing | CSM

PROFILE OVERVIEW

A strategic leader **with more than 17 years of expertise in the Software industry and 11 years of active expertise in the Telecom Industry (OSS | Provisioning | Activation)**, with experience in collaborating with innovative companies. Have Strong exposure in the fields ranging from Sales to Account/Program Management simultaneously involving business, technology change in Agile/Waterfall model and constant Customer business engagement.

Experience in the outsourcing model. Also, managing work and team across multiple geographies.

Looking to join a company that rewards effort and initiative, whilst at the same time providing plenty of progression and development opportunities to employees.

PROFESSIONAL EXPERIENCES

PROGRAM LEAD KEY ACCOUNTS(Customer Success and Key Account Management) @ Evolving Systems Inc. January 2019 – Till Date

Evolving Systems Inc. is a Telecom Software application provider to the leading Telecom Operators across all continents – APAC, Europe, Latin America and Africa region. It develops OSS layer-based application software which helps the operator to reduce Inventory of SIMs by solutions of Dynamic SIM Allocation along with Activation, Mediation, and provisioning solutions.

Roles and Responsibilities
- Account Growth Management

  - Managed account of planning and strategy including farming new opportunities with the **7** major ME and EU operators like **Zain, Mobily, Vodafone, Alfa, T-Mobile, Crgnoski Telecom, Hrvatski Telecom**.
  - Maintained the revenue target of **1.7M USD** in 2021 and **1.4M** USD in 2020 with **100%** target achievement through

- o Change Management Implementation
- o Solution Consulting
- o Product Demo and Presentation

TECHNOLOGY EXPERTISE

- o Java Technologies – 1.7/1.8
- o Spring & Hibernate
- o Spring Boot
- o Websphere MQ
- o TIBCO JMS
- o Amazon Web Service
- o Oracle Cloud
- o Node and Angular JS
- o Android Development
- o SOAP, REST and JSON
- o MQTT
- o Object Oriented Python
- o JIRA Project Management Tool
- o Git/ IBM Synergy Change Management Tool
- o Phabricator
- o Version One Agile Project Management Tool
- o MPP and Microsoft Project

EDUCATIONAL QUALIFICATION

MASTERS IN BUSINESS ADMINISTRATION (PGDBM)
Marketing Management
from NMIMS – Pune
Year of Passing – 2021
Percentage – 79%

BACHELORS IN ENGINEERING
(Computer Science)
from Berhampur
University.
Year of Passing – 2004
Percentage – 71%

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support renewal and multiple change requests. Achieved **1.2 M USD** revenue from a single customer in 2019.
- o Maintained **100% Support SLA** for all the **7 key accounts** consistently for **5 years**.
- o Maintained a consistent **NPS score above 70** in the last **5 years** across the customers.
- o Maintained **100%** customer retention and achieved above **130%** account growth in the last **5 years**.
- o Managed and supported major partners like **Ericsson** in the Kingdom of Saudi Arabia, **Atos** in Croatia
- o Developed and managed a robust annual sales pipeline for the given accounts with **3 month average** deal closure period for deals worth **100K USD** and more.
- o Managed commercial contract creation and negotiation with procurement for deals rainging from **100K to 1M USD**.
- o Managed presentations & proposals, closing strategies and complex negotiations.
- o Maintained high customer satisfaction score across all the accounts.
- o Managed client relationships - including weekly, monthly and quarterly onsite governance meetings with different client stakeholders including CTO, VP and GMs
- o Monitored customer health, adoption metrics, renewals, and execution of customer success plans.
- o Engaged with the delivery and planning teams to scope solutions and close deals.
- o Engaged with internal technical architects/leads, practice leads and customer stakeholders to define solutions & proposals
- o Preparing and demonstrating high-level presentation of the product features and functionalities.
- o Accurate forecast of Revenue and sales pipeline.
- o Achieved high customer satisfaction on all projects
- o Close follow-ups with the customers for the timely renewal and upgrades
- o Evaluating and addressing the customer's concerns by monthly and quarterly surveys and user group meetings.

o Program Management

- o Managing the development and implementation of Global Program and Project Management methodologies and its tools using multi-vendor and multi-discipline environments.
- o Managing a team of **18** Developers, Architects with a revenue growth target of **2M USD** per year.
- o Negotiating the SOWs, scope changes, priorities and deliverables.
- o Facilitated project definition, requirement gathering,

design, architecture, etc. · Participated in contract discussions / negotiations
- o Preparation and delivery of high-quality presentation to manage the customer and executive expectations.
- o Integrated programs with other job functional areas like marketing, finance, operations and sales.
- o Tracking closely with the project management office to ensure the target revenue is reached.

SENIOR MANAGER KEY ACCOUNTS @ Evolving Systems Inc. October 2016 – December 2018

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Roles and Responsibilities

- o Managed **8** middle east and European accounts of planning and strategy including farming new opportunities with Zain Telecom.
- o Managed the short- and long-term account growth strategy for the above telecom operators.
- o Involved in finalizing pricing and SOW terms and conditions for various engagements.
- o Active collaboration with different teams to provide customized solutions to the customer.
- o Managed presentations & proposals, closing strategies and complex negotiations.
- o Managed commercial contract creation and negotiating with procurement for large and medium deals.
- o Preparing and demonstrating high-level presentation of the product features and functionalities.
- o Evaluating and addressing the customer's concerns by periodic surveys and user group meetings.

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PROJECT MANAGER (DELIVERY MANAGEMENT – PROFESSIONAL SERVICES) @ Evolving Systems Inc. January 2015 – September 2016

Evolving Systems Inc. is a Telecom Software application provider to the leading Telecom Operators across all continents – APAC, Europe, Latin America and Africa region. It develops OSS layer-based application software which helps the operator to reduce Inventory of SIMs by solutions of Dynamic SIM Allocation along with Activation, Mediation, and provisioning solutions.

Roles and Responsibilities

- o Responsible for planning, delivering and tracking the project deliveries throughout the project management lifecycle
- o Reported to PMO and Senior Project Director
- o Involved in project budgeting, planning and execution of medium and large enterprise telecom projects with a duration of more than a year.
- o Successfully delivered BSS/OSS transformation project with a stringent timeline for a global tire1 operator in the middle east.
- o Successfully converted a global tire1 customer from a bleeding account to a most profitable account.
- o Successfully managed a team of 18 members during the delivery of the projects.
- o Managed Project Management process improvements within the organization.
- o As a customer representation within the organization, liaising between R&D, professional service and customer support teams facilitating closed-loop communications
- o Efficiently leading multiple Agile projects.

TECHNICAL LEAD @ Evolving Systems Inc. June 2011 – December 2015

Evolving Systems Inc. is a Telecom Software application provider to the leading Telecom Operators across all continents – APAC, Europe, Latin America and Africa region. It develops OSS layer-based application software which helps the operator to reduce Inventory of SIMs by solutions of Dynamic SIM Allocation along with Activation, Mediation, and provisioning solutions.

Roles and Responsibilities

- o Designed and led a group of 21 programmers to develop customized agents for the Evolving Systems' provisioning solutions.
- o Managed requirement gathering (FRS, SRS) and scope define & analysis
- o Design of Component & Module documents– HLD, LLD
- o Design of impact analysis documents and reports.
- o Involved in Code Review, Code Optimization and performance improvement.
- o Involved in Software Deployment.
- o Maintenance - Fixing Bugs within SLEs with quality and less throughput time.

REFERENCES

Neil Clisbey – Sales Director @ OpenSignal

Mo Firouzabadian – CEO @ Lifecycle Software

Eric Hatton – SVP @ Evolving Systems Inc.

Andrew Coyels – VP, Customer Success @ Evolving Systems Inc.

Joseph Eid – VP, Sales @ Evolving Systems Inc.

Ahmed Sir Elkhatim – GM @ Zain KSA

TECHNICAL CONSULTANT @ ITC Infotech Private Limited – Jan 2010 - May 2011

ITC Infotech is a leading Software Service based organization providing Consultancy and Application Software services to various clients spread over regions on the world Map on various business domains – Telecom, Mortgage, Banking & Insurance, Healthcare, Travel etc…This is one of the fastest-growing organizations worldwide due to its Strategy, Mission and Goal.

Roles and Responsibilities
o Managed requirement gathering (FRS, SRS) and scope define & analysis
o Design of Component & Module documents– HLD, LLD
o Design of impact analysis documents and reports.
o Involved in Software Deployment.
o Code optimization and Performance Improvement
o Maintenance - Fixing Bugs within SLEs with quality and less throughput time.

Sr SOFTWARE ENGINEER @ Target Corporation Private Limited – November 2006 – December 2009

Target Corporation is a leading Retail Chain in the US having an application development and technology support centre in India.

Roles and Responsibilities

o Managed requirement gathering (FRS, SRS) and scope define & analysis
o Design of Component & Module documents– HLD, LLD
o Design of impact analysis documents and reports.
o Involved in Software Deployment.
o Maintenance - Fixing Bugs within SLEs with quality and less throughput time.

SOFTWARE ENGINEER @ Shellsoft Technologies – May 2004 – October 2006

Roles and Responsibilities

o Managed requirement gathering (FRS, SRS) and scope define & analysis
o Design of Component & Module documents– HLD, LLD
o Design of impact analysis documents and reports.
o Involved in Software Deployment.