

Sumit Gahlot

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Pune, Maharashtra, India

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PROFILE SUMMARY

A result-oriented, highly motivated and resourceful professional with **10 years** of experience in IT-Telecom industry predominantly in Project Management, Incident, Problem & Change Management, Client management, Service Delivery, Team leading and Service Operations.

Well versed with excellent leadership, management, problem-solving and interpersonal skills and also demonstrate analytical and critical thinking approach in solving complex business problems.

Now looking forward to a making a significant contribution to an ambitious company that offers opportunities for progression.

TECHNICAL SKILLS

- Incident Management
- Change Management
- Problem Management
- Product Management
- IT Service Management
- Stakeholder Management
- Project Management
- Project Tracking/Communication
- Testing/QA/Rollout/Support
- Quality Assurance
- SDLC/STLC Frameworks
- Agile(Scrum) Methodology

TRAINING & CERTIFICATIONS

- **ITIL V3 Foundation**, AXELOS Global Best Practice License 03930984-01-XG26, Oct. 2015
- **PRINCE2 Practitioner**, AXELOS Global Best Practice License 03975156-01-NYF1, Mar 2016 to Mar 2021
- **Certified ScrumMaster (CSM)**, Scrum Alliance Credential ID: 1096364. 28-July-2019
- **Pursuing PMI-PMP certification**, completed 35 PDU contact hours training

PROFESSIONAL WORK EXPERIENCE

INFOSYS LIMITED (Pune, MH)

PROJECT CONSULTANT

(Mar'19-Present)

PROJECT MANAGER

(Apr'18-Mar'19)

- Build and implemented an automated Business Analytical Dashboard for Optus Networks in ServiceNow that replaced the manual tracking of project team's daily workload and displaying live project team performance data for high-level business requirements.
- As a Project Manager and Project Consultant, I am involved across all the project management processes and managing the project teams through the entire project life cycle.
- Currently handling NSW Corp Customer Operations team and managing a portfolio for corporate and enterprise strategic accounts for Optus Networks to deliver business solutions to our customers while keeping maximum customer satisfaction.
- Working and managing NSW key Enterprise level strategic accounts like Apple, Google, Amazon, Pfizer etc. within Optus Business to ensure all customer accounts are aligned with agreed contracts and SLA's.
- Liaison with NSW Enterprise level project's Sales Directors, Sales Account Managers, Clients, Vendors and other key stakeholders to define the high-level project management plan and baselines, high-level assumptions & project constraints in order to achieve the project objectives.
- Develop a strong business relationship with business owners, executive-level clients and other internal and external key stakeholders to maintain a high-level trust and provide a complete end to end business solutions to all complex project issues.
- Proactively manage and implementing process improvements or process re-engineering including end-to-end new product development/enhancements to meet client expectations.
- Working with teams such as Pre-Sales/Post-Sales, Contract Validations, Billing Resolution and Commercial for providing support in product services and billing disputes.
- Manage Change requests for any modification or termination to Fixed Voice, Fixed data or Mobile services as per customer requirements.

- Facilitating weekly or fortnightly cadence with all key stakeholders and Accounts team to review goals and project progress.
 - Conducting monthly quality audits by reporting, checking, validating, and ensuring 100% billing accuracy has been achieved across customer portfolio
 - Having strong understanding of the Optus business workflows and engagement processes.
 - Create, manage and maintain customer accounts on various billing platforms like SMART, Single view, Arbor, JARVIS.
 - Competent problem-solver with exceptional commitment to quality, communication, negotiation, and persuasion skills.
 - Expert in creating and maintaining comprehensive project documentation, plans, and reports.
 - Expertise on Project Management tools like SERVICENOW, TABLEAU, IBM CONGNOS ANALYTICS, MICROSOFT OFFICE
 - Excellent client-facing and internal communication skills
 - Excellent written and verbal communication skills
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UNIFY TECHNOLOGIES (Gurgaon, HR)

LEAD TEST ENGINEER (Project Coordinator)

(Mar'15-Feb'17)

- Build and implement a Network Engineering and Optimization application software on Falcon Kit for FirstNet project in North America region which incorporates many industry-leading innovations, including live monitoring of layer three data, the capability to add up to 15-User equipment (UEs) and scanners, an instant-report module for in-field reporting plus many other advanced features for Falcon Smart Technologies.
 - As a Lead Test Engineer and Project Coordinator, I was involved across the project management process, Software development/Testing life cycle, managed project teams throughout the project life cycle and partnered with Project Management staff to manage and deliver customer deliverables on time and within the project scope.
 - Worked closely with Project Sponsors (CEO/CTO), PMO, senior project managers, product managers and other project's identified key stakeholders to prepare the Project Charter and define high-level project scope, schedule, assumptions and other project constraints.
 - Managed project plan and worked closely with the management team on an assigned project to make sure adequate internal or external communication channel developed between end-users and development team.
 - Worked as a dedicated Single Point of Contact (SPOC) for the client and development team.
 - Successfully managed and lead Onshore and offshore delivery teams in deploying Falcon Kits for FirstNet project across thousands of locations across the North America region and proactively identified project bottlenecks through daily Agile/Scrum meetings.
 - Handled all Major incidents across the entire product lifecycle in accordance with availability, resolution and restoration of services within agreed SLAs to maintain optimal network performance of the product.
 - Demonstrated MIM experience to pro-actively support the management of High Severity Incidents.
 - Delivered services & mapping client requirements within agreed SLA while maintaining the quality.
 - Real-Time troubleshooting and continuous follow-up with global support teams for Critical incident resolution.
 - Supervision/Directed Front Office, Back Office, Development team and other engaged internal or external resources for effective restoral of services during an emergency and providing End-to-End resolution for all Major and Critical product issues including initial recommendations to prevent reoccurrence of similar incidents.
 - Chaired Bridge calls for effective coordination, incident resolution, and service restoration and ensured incident timeline report should be created immediately after the incident resolved.
 - Provided weekly and monthly Incident Report (IR) and Root Cause Analysis (RCA) for all Critical & Major Incidents to all relevant stakeholders of the project.
 - Monitored and maintained existing issues and escalate to senior management if at risk of missing the SLA.
 - Published new incidents in Problem Management report and updated in Known Error Database (KEDB).
 - Ensured stability by working closely with the Change Management team and be part of the CAB if necessary.
 - Providing Product training to leading Telecom Giants/Customers like AT&T, Verizon, Ericsson, Samsung etc.
 - Expertise on Project Management tools like JIRA, Freshdesk, BMC Remedy, ServiceNow, Bugzilla.
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JNS TECH SOLUTIONS (Pune, MH)

SENIOR SYSTEM ADMINISTRATOR (Project Management Coordinator)

(Jan'13 - Mar'15)

- Managed all Critical/Major network outage incidents across the lifecycle and ensured they are logged, progressed, updated, authorized, expedite and resolved within the scope of the Service Level Agreement.
- Chaired Bridge calls with all relevant Stakeholders, Service Managers, Technical Support teams, Clients and Third Parties for recovering network failure within project tolerance without impact business objectives.
- Identified appropriate timelines and targets for recovery actions, feedback and communications for Critical/Major Incident.
- Ensured appropriate all internal, external and third-party escalation process followed during outages.

- Highlighted project risks and issues in actions identified during any Critical/Major Incidents and implement pro-active resolutions for speeding up the recovery of an incident.
 - Continually reviewing engagement within the recovery and identify any additional support teams, individuals or third parties who could add value or those that can be stood down.
 - Engaged in Post Incident Review meeting for root cause analysis and preventative management as required, ensuring that all necessary parties were informed and involved.
 - Timely reviewed and maintained process documentation.
 - Ensured that key support information such as emergency contact lists is kept up to date.
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ERICSSON GLOBAL INDIA LTD (Noida, UP)

FIRST LEVEL ASSURANCE-ENGINEER

(Nov'11 – Jan'13)

- Handled Ticket Management, Emergency Outage over 3G VAS, MPBN & IN network.
 - Prepared and analyzed network utilization report for outages/congestion in VAS/IN Network and Nodes.
 - Involved in maintenance of VAS & IN Servers (like EMA, EMM-FE, EMM-OLM, SMSC, MMSC, SEF, GMPC and MSP).
 - Worked on Ericsson tools like CITRIX, XSTART, NETCOOL, Ericsson REMEDY, ASCOM and NII Remote Desktop.
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HCL TECHNOLOGIES (Noida, UP)

ENGINEER-OPERATIONS

(Nov'09 – Nov'11)

- Testing & Provisioning of remote, Loopback & end-to-end integration for wireless Network on Physical Layer 2.
 - Troubleshoot Port configuration, Frame, BIT & CRC Errors, CDMA, WCDMA, EVDO, T1 & on New TRUNK orders.
 - Experience on remote testing tools (REACT, FMS, FACTS, TBS, and WISOR Quick Pad).
 - Responsible for assigning facilities to T-1 and TRUNKS for both internal and external order.
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ACADEMIC CREDENTIALS

- **Bachelor of Technology (ECE)** with Honors (74%) from Maharshi Dayanand University, Rohtak.
 - **HSC (12th)** with Non-Medical (72%) from C.B.S.E, M. S. Saraswati Public School.
 - **SSC (10th)** with Science (80%) from C.B.S.E, Sumermal Jain Public School, Janak Puri, New Delhi.
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ACHIEVEMENTS & REWARDS

- **Best Employee & Star Performer** (Feb'10 & Jun'10): HCL Technology.
 - **Best Enhanced Performer** (Mar'11) and **Best Achiever** (Aug'11): HCL Technology.
 - **Best Employee & Star Performer:** Ericsson Global India LTD, Aug'12.
 - **Best Employee & Outstanding Performer for CAE Team:** INFOSYS 2018
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PERSONAL DETAILS

- **Full Nam:** SUMIT GAHLOT
- **Father Name:** NARAIN SINGH GAHLOT
- **Mothers Name:** SUNITA GAHLOT
- **DOB:** 30/05/1987
- **Nationality:** INDIAN
- **Gender:** MALE
- **Marital status:** SINGLE
- **Passport:** U1139128