Prasanta Kumar Sahu,
PRINCE2®| ITIL V3®|Scrum

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Program & Project Management Professional

Achievement-driven professional, targeting assignments in IT/Telecom/BFSI Program/Project Management with an organization of repute, preferably in INDIA/Overseas.

🎓 Academic Details

- **B.E** in Electronics & Communication Eng., Berhampur University, **2006**
- **MBA** in Operations Management, (Correspondence),IGNOU, **2010**

📇 Personal Details

Date of Birth: 07th Oct 1984
Passport No.: Z4359955, Valid till 07/27
Languages Known: English, Hindi & Odia
Address: Bangalore, India, 560087

⚙️ Soft Skills

Communicator Collaborator
Innovator
Analytical
Motivator
Team Builder
Problem Solving

Team Management

🧠 Profile Summary

- A competent professional with 12.6 years of global experience in end to end delivery in **ICT** space, Program/Project/Service Delivery Management including **IT/Telecom OSS/BSS** infrastructure & applications for **Telecom/ Banking (BFSI)/Manufacture** sector.
- Influence and accountability at VP and CXO levels, successfully delivered large-scale, multi-country, multi-site Program/Projects of System Integration/Application Integration, Migration/Transition & Transformation /Process Reengineering, etc.
- Continuously using **PMI/Prince2, Agile, Waterfall for program/project management, proficient in** ITIL framework for **Incident, Change, Problem, Release & Service Level Management**, **Process Reengineering** with **People**, **Process** & **Tools**
- Consistent achievement in delivering projects/program for IT/ Telecom Infrastructure & applications; Datacenter, AWS/Cloud, Enterprise LAN/WAN/Security/Virtualization, OSS/BSS & Telecom (2G, 3G, 4G/LTE, POTS, DSL).
- Expertise in concepts of end-to-end project planning and implementation from scope management, to activity sequencing, resources effort and cost estimation(fixed price/time & material) and management , risk analysis, vendor management, UAT/ORT & handover to BAU and quality management in line with international guidelines and norms
- Directs the cross-functional teams using interactive & motivational leadership; acknowledged for coaching, leading & mentoring large size team with an equal desire to win.
- Strong management skills, capable of leading & motivating individuals to maximize levels of productivity; capability to achieve goals through teamwork, collaboration, and relationship management in matrix and entrepreneurial organizations
- Good understanding of quality management process by using six sigma concepts, delivered multiple improvement projects for Airtel India & Africa Operations.

🧑 Career Timeline

- •Aug'07 - Jan'10
- •Chennai
- •Executive Network

- •Jan'10 - Nov'16
- •Bangalore, Gurugram
- •Project Manager

- •Since Dec' 16,
- •Bangalore
- •Project Manager

📋 Certifications

- Prince 2 Practioner & Foundation Certified
- Scrum Foundation Certified
- ITIL V3 Intermediate In-Service Operation Certified
- ITIL V3 Foundation in IT- Service Management Certified
- Cisco Certified Network Associate (CCNA) Certified
- Six Sigma Yellow Belt Certified
- Project Management Professional (PMP) Trained, 35 PDUs

🖥️ Key Tools

- MS Office, MPP & Visio
- Share Point, JIRA, Clarity, Eridoc
- BMC Remedy, Sevone
- EMC2: SMART, IONIX, W4NET
- Ericsson AXE & CPP

Area of Excellence

- End-to-End Project/Program Management, IT/Telecom Infrastructure Management
- Transition & Transformation Management, Service Delivery/Operations Management
- Stakeholder/Customer Rel./Escalation Management, SLA/Vendor/3PP Management
- Risk Management, Change/Incident/Problem Management

Work Experience

Since Dec '16 with BT e-serv (India) private limited, Bengaluru, as Project/Delivery Manager

Highlights:
- Part of the IT/Telecom Infrastructure Program/Projects team, manage complex OSS/BSS, Billing, Applications, Integration, Migration Program/Projects of **Telecom**, **Banking (BFSI)**, Aviation, etc.
- An Innovative thinker with the ability to add that wow factor and winning edge technology on top of a deal using innovation as a key driver and articulating technical and commercial vision & translate to practical action and execution. Work closely with the clients from different time zones
- Very good exposure on PMP/Prince 2 methodologies, SDLC/Agile, ITIL v3, Six sigma
- Initiate, plan, execute, monitor & control, and close all aspects of the project lifecycle
- Rich knowledge on project & program management documents namely kick off, project plan, cost, schedule, risk, resource, quality, work packages, RACI, SOW, payment milestone, SLA, KPI and so on.
- Work closely with project sponsor, cross-functional teams & vendor management, assigned SPOCs to plan and develop scope, deliverables, required skills, milestones, budget, and timing for new initiatives with very good stakeholder management.
- Producing accurate and timely reporting of program status throughout its life cycle to achieve enhanced program governance.
- Rigorously manage scope through a structured **change management process** to ensure commitments are achieved within agreed time, cost, and quality parameters with focus on delivering the business benefits.
- Maintain organizational standards of satisfaction, quality, and performance; design and run program-based training & capability building for the client during pre and post Go Live of different projects.
- Ensuring that all stages of the lifecycle of services, including design, development; testing (ORT/UAT), maintenance, transition, operation, deployment and release are in accordance to the documented policies, processes and procedures. ITSM policies, processes, procedures, roles, responsibilities and documentation regularly reviewed and maintained.
- Reporting, ensuring and facilitating closure of all non-compliances by driving corrective actions within IT Service Ops/BAU Team
- Guidance to all analysts, support/operations team members, team leads and service delivery managers on all aspects of ITSM.
- Proven ability in leadership, managing a diverse range of technical resources and manage third party resources both onshore and offshore from inside organization and multiple sub-contractors. Well served with CAPEX/OPEX/pricing set up, cost tracking
- Proactively engage with stakeholders to identify and address the major factors, assumptions and risks (including technical, business, adoption, organizational, government, cultural, etc.); Establish and maintain appropriate and effective Governance structures and procedures to obtain resources, drive decisions, resolve issues, and deliver project objectives.
- Excellent verbal and written communication, problem solving, interpersonal and facilitation skills and the ability to interact professionally with a diverse range of business and relevant stakeholders.

Previous Experience

Jan '10 – Nov'16 with Ericsson India Global Services Pvt. Ltd., Bangalore/Gurugram, as Project Manager

Highlights:
- Worked as Program Manager for IT/Telecom Infrastructure Projects (Server software upgrade, test bed set up, MVNO, SIP-IP, MNP implementation) & as CFR during pre-sales phase in Tunisia; Network roll out of 2G/3G/4G sites for Vodafone & O2 UK.
- Worked as Transition & Transformation Manager for T&T projects (MBNL & O2 for approx... 70+ FTE) from UK to GSC-INDIA.
- In depth knowledge on PMP Knowledge areas & Process groups from initiation, planning, execution, M&C and closing.
- Ericsson project management process (PROPS-C) Initiation of project by kick off meeting with customer, TG2 (scope, cost, time, risk, resource (HW/SW, onshore/off shore/vendors), RACI, stakeholder, communication, billing plan,etc;TG-3/execution, WCC sign off, claim net sales PAC, claim rest of net sales as per billing plan, Handover,TG-5 & closure.
- Transition & Transformation of change management (17 Opcos) from Africa to INDIA; deploy process for change management.
- Worked as Change-Delivery Manager for RSSA Accounts (Airtel Africa & MTN), handled change requests of total IT/Telecom infrastructure of 17 countries, from different projects/program, work packages, day to day operations, etc. by understanding stakeholder's requirements & expectations and resolving complex business issues by analysing End to End Business Processes.
- Managed change management team (20 members), chair CAB & dealt with 800+ stakeholders, SPOC for any requirement that comes from various stakeholders (17 African Opcos') on change management for RSSA Accounts & Process compliance.
- Drove continuous improvement projects with cross functions by using six sigma for Service Management Processes in Event, Incident, Problem, Configuration & Change management, Planning & Design, etc; setting new guidelines as per ITIL & Training.
- Guide Business Analysis team for PAN Africa Opco's reports & dash board on FTR, SLA, OLA & KPI achievements & improvement.

Aug '07 – Jan '10 with Tata Communications Transformation Services Ltd, Chennai, as Executive Networks

Highlights:
- Transition team member while legacy process transition from UK to India, for provisioning of broadband (SDSL & ADSL) & fixed line (PSTN) services for Cable & Wireless (Vodafone) & process transformation.
- Part of delivery team played role of Project Manager/SPOC in delivering broadband services to corporate customers with in SLA and ensure KPI achievements and accountable for reporting & dashboards.

🏅 Rewards and Recognition:

- Awarded "Rock Star" Award from Senior Vice President, EGI, for extraordinary contribution in process improvement & compliance and going extra mile in working productivity (EGI – Project Airtel Africa)
- Awarded "Extra Mile" & "Hall of Fame" Award from Chief Operating Officer, TCTS, TCTS – Project C&W)

Please refer annexure for projects details

ANNEXURE

Projects Undertaken
Title: Transition & Transformation Project/Program/Delivery Manager for Global tier 4 & 5 complex contracts
Responsibilities:
- E2E Program/Project management for delivering OSS/BSS tools, Integration of applications and migration to new tools & system.
- Good knowledge on IT technologies (servers, security, virtualization, storage, software development, and their related impacts to network resources).
- Delivering applications (EMC- SMART, W4NET, IONIX, BMC Remedy-IM, PM, CM, CSR, SSR), Genesis, Billing, Reporting, CRM, etc.
- Manage the projects from initiation, planning, execution, Testing/ORT/UAT, handover to operations team & closure
- Align and assure smooth handover in terms of agreement on People, Process & Tools
- Team, client, stakeholder's management and reporting to the top management with reports & dashboard.

Title: Program Manager for CS Core Projects for Tunisie Telecom
Responsibilities:
- End to end projects management for multiple projects (SW Upgrades, Setting up Test Bed, MVNO, SIP-IP & MNP) and Presales.
- Project setup with cost, scope & timelines and deliver the deliverables by aligning the right resource on time and guiding, communicating & motivating the project team across the globe & handling (ARP/ASP)3rd party suppliers.
- Managed IT Project management activities with close coordination with the IT platform and enterprise architecture teams
- Interaction with customer weekly, fortnightly and steering committee for the progress and new opportunities

Title: Project Manager for 2G/3G/4G/LTE roll out of Vodafone UK & O2
Responsibilities:
- Worked as Project Manager for Projects (Integration/dismantle) of RAN (2G, 3G, and 4G) roll out and BTS/Node B Swap.
- Responsibilities stakeholder management, time, resource/vendor & risk management, reporting & dash board.
- Managed the number of (ASP)vendors and by calling follow up meetings & taking care of issues resolution & risks response
- Ensuring sites were completed within SLA and accepted by Ericsson team and final acceptance by Vodafone/O2.

Title: Transition & Transformation Manager for MBNL & O2.
Responsibilities:
- As T&T Manager, work involved project scope, budget, time & resource plan, risk plan, on boarded resources (70), get laptops, system/tools/applications login credentials, develop competence as per KT plan, ensure all resources get required details and trained properly with routine test by SME's and have clear communication plan. i.e. from E2E project phase (TG2 to TG5)
- Successfully Go Live from GSI by coordination with relevant stakeholders by ensuring people, process & tools in place, WLA/OLA signed off along with other necessary items and final handover to BAU teams.

Title: Change Manager for RSSA Accounts(Airtel Africa 16 Opcos & MTN Nigeria)
Responsibilities:
- Facilitated change management function and provided strategic direction & Chair CAB; coordinated with key stakeholders to determine project priorities, in order to ensure successful completion of Operational deliverables.
- Verifying that the timing of planned implementations does not conflict with other planned changes or events & ensured all approved change requests adhere to the approval checklist & process compliance
- Drive tracking and documenting of reasons for Missed SLA CR and Failed / Cancelled / Backed Out / Rescheduled CR
- Drive continuous improvement activities such as FTR, PIR, RCA and error reduction in coordination with assurance, Incident, Problem, Engineering & Field Operations teams

Title: Project Manager for Transition & Transformation of change management process
Responsibilities:
- Transitioned change management function from respective 17 countries and made Go live with interim process from INDIA
- Drive the process transformation for change management and accountable for process customization in discussion with cross function teams like Planning, Fulfillment, assurance, Field Operations & MSIP, IM, PM, CM, etc., trainings conducted and Go live of new process. Observation period, analysis & feedback and updating the necessary changes in process & compliance.
- Developed and review processes and support systems for continuous operational development, control and quality of work