

ROHIT SAXENA

Consulting Manager



Consulting professional with **10+ years** of experience in Advisory, Technology Consulting & Implementation and Business Process improvement within Communication Media & Technology industry, assisting client portfolio and proficient at fostering lasting client relationships across UK & JAPAC region.

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Profile Summary

- ▶ Expertise in **Technology Advisory & Consulting, System Integration**, CPQ and quote to cash, encompassing planning, design, scope definition, **estimation**, resource administration, **process management, Migration Planning** and compliance with quality standards; **ensuring project delivery within time, cost and quality specifications** within **Telecom** Industry and technology Platforms, but not restricted to, **Oracle, Salesforce, Apttus, Microsoft**.
- ▶ Expertise in Consulting & Advisory on **Mobile & Fixed services** offering & business transformation
- ▶ Technocrat with specialization in **end-to-end IT roadmap planning**; directed the **business operations** through **executive** level planning and analyzed delivery issues and provided **executive level recommendations & strategies**
- ▶ Excellence in **Waterfall & Agile** Deliveries and **transforming Businesses** from **Waterfall** into **Agile** Deliveries.
- ▶ Providing **thought-leadership** to clients on **customer-centric & data driven model**
- ▶ Provide Consulting solution to customers on formulating **the Data migration** strategy from **on-premise to Cloud**
- ▶ Track record of producing **technical & business feasibility studies for project ideas** right from collecting project requirements, metrics documentation, project briefs, end-stage reports and project progress reports
- ▶ Collaborated with **motivating and leading talented professionals**; expertise in building large teams that well exceed corporate expectations
- ▶ Skilled in grasping the big picture and conceptualizing practical technology/mix of technologies that meet business needs while minimizing risks



Certifications

- ▶ Completed certifications on:
 - **Oracle Cloud Infrastructure** – 6x
 - **Oracle CPQ** -2x
 - **TM Forum**-2X
 - **Certified Scrum Master**
- ▶ Planned certifications/Exam
 - **AWS Certified Cloud Practitioner (CLF-C01)**
 - **TM Forum Business Process Framework (eTOM) Fundamentals**



Technical Skills

- ▶ **Billing & CRM** | SOA | Oracle | Salesforce | Apttus | **Telecommunication** | **Business Transformation** | CPQ | BigMachine | **Consulting** | **Business Analysis** | eTOM | Agile | BSS | OSS | **Architecture** | Quality Assurance | SDLC & STLC Management | Knowledge Management | **Program & Project Management** | Project Finance | **Digital transformation** | Oracle DBX | Field Service | Loyalty management | **Cloud-Computing** | Kubernetes.



Education

- ▶ **B.Tech. (Electronics)** from Zakir Hussain college of Engineering & Technology, Aligarh Muslim University (AMU) in 2010



Key Skills

Project Management & Execution

Technology Consulting

Telecommunications Architecture

Pre-sales/Business Development

Escalation Management

Client & Vendor Management

Solution & Cloud Architecture

DevOps & Robotics

Process Automation (RPA)

Team Building & Leadership

Oracle - Consulting Manager, India

Clients: Reliance JIO & Fastaway India, Telecom FIJI, Fiji - **Communication, Media & technology**

Dec 19 – present

- Providing **Consulting Services** for customers on **Oracle On-Premise & Cloud infrastructure-based** Communication Industry solution in the People, Process & Technology changes
- **Collaborated** with the **various Architecture team** to **formulate the Data-Migration strategy** onto different **cloud** model (**SaaS, PaaS**) including 6Rs i.e. Rehosting, Replatforming, Repurchasing, Refactor, Retire & Retain.
- **Provided solution**, in collaboration with Architects & Sales team, to decommission the legacy Application estate and replacing with **Communication** industry Oracle Product suite including **CRM & Billing suite, Network Integration** resulting in the operations cost savings of nearly **150k\$ and the boost in sales and** making the customer **5G ready**.
- **Responsibilities** include, **Business Development, Project & Program Management**.
- **Collaborating & Managing** Engagements with a diverse team of **14 highly skilled Oracle consultants** in multiple geographies for timely and robust solution delivery.
- **Recommended** customer on the **Network integration approach & resources** which helped customer **identifying** the network elements for Prepaid & Policy charging transactions (Huawei, Fujitsu, Oracle PCRF)
- Responsible for forecasting revenue, Budgeting, Delivery success, project sponsorship & Escalations Management.
- Responsible for Profit & Loss /Financial Management for the Engagements and **Delivery upxto 10M USD**
- Account Management & customer relationship Management.
- Represent Project/Practice & Oracle in Internal & **External Management & steering** committee (Chaired by **Vice-Presidents & C-Suite**)

Accenture - Technology Manager, UK

Clients: Vodafone UK, Telia Telecom, Sweden, BT Ireland, O2 UK - **Communication, Media & technology**

Dec 17-Dec 19

- **Proposed** and **established** E2E design architecture team **bridging** the **gap** between VF UK Business & IT team. Highlighted 50+ bugs ahead of launch resulting in the **business development of ~ 800K \$**.
- Led a team of 50+ members and successfully **delivered projects** valued **1.5m \$** directly, on-time, within budget while ensuring 99% KPI compliance for Vodafone UK on Oracle ERP (**CRM & Billing**) thereby **increasing** the sales **by 4%** for specific offering
- **Technology & Solution Advisor** on the **roll-out of 100+ commercial proposition**, high profile device launches (Mobile & Fixed line) and large-scale internal IT solutions for UK market, contributing to the gain the **competitive advantage and keeping the market share intact**.
- Recommended the Product & Offering strategy to Go-to Market team on reducing the launch cycle time for key festive sales on the **business roadmap** by 1 weeks.
- **Initiated** and **conducted Design Thinking session** between business & IT teams to formulated and presented recommendation on solution thus reducing the feature roll-out time by ~2 weeks.
- Led the **training program** for call Centre & retail estate agents on the **key sales process to improve Customer experience**
- Provided CPQ advisory on salesforce-based sales Management Process and integration with Pricing system assisting the normalizing the product catalogue and reduce the ~50+ redundant products and improving transactional performance by 0.7s (30 % efficiency)
- Achieved 14% cost savings with effective forecasting, budgeting and internal cost control measures.
- Lead the proposals from pre-sales to roll-out which and administered the compliance process
- **Proposed** the **automation roadmap**, implemented framework to achieve **25 % gain in operational efficiency** within a year implementing **Robotic Process automation** (UI Path) and project performance metrics reporting

Accenture - Application Development Specialist, UK

Clients: Vodafone UK, Vodacom SA - **Communication, Media & technology**

Apr 14 – Nov 17

- Product Configuration implementation plan for Business for major transformation **CRM & Billing Migration program** Covering Consumer, Enterprise (Small, Medium) customer segment for a customer base of circa 30m
- Successfully delivered the product & CRM solutions for all consumer base proposition for Vodafone to migrate 100% consumer customers to BSS/OSS oracle stack
- Improved Operational delivery by eliminating 80% of manual checks for trading support and decreased SLA breaches for client reporting by 15% within the product offering delivery.
- Reduced number of major incidents by 23% by implementing the effect problem management process.
- **Trained Business teams and took over 20 brownbag session on using the new CRM applications**

Accenture- Senior Analyst, Analyst, Associate

Clients: Nokia Retail, Vodafone UK- **Communication, Media & technology**

Jun 10 – Apr 14

- Participated in roll-out of propositions to CRM & Billing systems designed Prepay & Post-pay propositions for client by preparing the reports and tracking key activities taking them to timely closure.
- Supported major Transformation Program by designing **70% Product Propositions** and Commercial Product **Catalogue** with 0 design defects.
- **Delivered 4% efficiency** by **coordinating** the dependencies between the different teams via creating a **single excel dashboard for teams in different geographies**.

