



# Pankaj Heda

**Co-Founder**



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## ***Profile:***

- 21 years of experience in the **Architecting, Development & Implementation** of largescale commercial applications.
- **Full Stack Platform Development** for ongoing Entrepreneurial Venture
- **Togaf 9 Certified, Microsoft Certified Azure Solution Architect - Expert AWS Certified Solutions Architect - Associate and ITIL V3 Foundation**
- **Design Authority & Technical Expert** for **OSS/BSS** for **L2C/T2R** and **C2M**
- Architected solutions for **Retail / Wholesale & Enterprise** Products / Customers
- Command on software **Design** and **Architecture Patterns**
- Devising **Transformation Strategy, Building Roadmaps** and **Plans** to Realize
- Excellent interpersonal skills and good team player. **Technical / Thought leadership** and excellent **Stake Holder Management**

## ***Summary:***

- Started career as a **Java / J2EE developer** before moving into various other aspects like **Software Design / Architecting Solutions / Entrepreneur**
- Most recently, embarked on **Entrepreneurial journey** building platforms on **Angular/ Node JS/ Postgres** stack deployed on Azure
- **Architecting & Leading/Driving** teams in transformation initiative for various **Enterprise products** being sold to International customers
- Managing **Stakeholder Engagements, Design/Architecture Workshops, Client Meetings, RPM, Change Control, Triage** etc.
- Formulating and implementing **Roadmap** for **Physical Separation** and **Transformation** of BTW/BTO Systems/Products/Processes
- **Responsible** for formulating **Architecture(L2C/T2R)** for a separated System Stack for **BT Business**
- Putting together a **Technical Roadmap** for Online strategy of BT Retail
- Transitioned projects Offshore as **Onsite coordinator**.

## Skills:

- ◆ Solution Architecture
- ◆ Design Patterns
- ◆ Architectural Patterns
- ◆ Software Design
- ◆ Telecommunications
- ◆ Enterprise Architecture
- ◆ Requirements Analysis
- ◆ UML Modeling
- ◆ OSS / BSS
- ◆ IT Enabled Business Transformation
- ◆ Java/ J2EE / Angular /Node JS / Postgres
- ◆ Entrepreneur

## Experience:



### Co-Founder

#### Rcolabs Pvt. Ltd.

September 2019 - Till Date

As Co-founder am responsible for everything right from build, sell and support of platform for resourcing, ticketing and eLearning



### Group Practice Head

#### Tech Mahindra Ltd

December 2000 - January 2015 & July 2016 to September 2019

As Group Practice Head at Tech Mahindra Ltd, was responsible for Architecting Solutions for various products / Transformation initiatives, building and achieving Road Maps



### Deputy General Manager

#### Vodafone India Ltd

January 2015 - July 2016

AS a **DGM (Solutions)** responsible for architecting solutions and providing assurance to deliverables from vendors.



### Software Developer

#### ADCC R & C, Nagpur

September 2000 - December 2000

As a **Programmer** was involved in the design and development of application using JAVA / J2EE



### Software Developer

#### Nyati Infosys, Nagpur

February 1999 - August 2000

As a **Programmer** was involved in the design and development of application using JAVA / J2EE



### Industrial Engineer Trainee

#### ACC Machinery Co. Ltd, Nagpur

July 1998 - October 1998

As an **Industrial Engineer Trainee** was responsible for cost/quality control and cost reduction

## Education:

**Shri Ramdeobaba Kamla Nehru Engineering College, Nagpur University**

Bachelor of Engineering (Industrial Engineering)

1994 – 1998 [www.rkneec.edu](http://www.rkneec.edu)

## Projects:

### Rcolabs Pvt. Ltd. (Sept 2019 - Till Date)

*As Co-Founder, responsible for **design, develop, build, deploy, sales & support** of Rcolabs platform.*

1. **Rcolabs Resourcing Platform** – Web based platform built on **Angular /ASP .net** and **PostgreSQL** databased deployed on **Azure** using various cloud services
2. **Rcolabs Ticketing Platform** – App only platform on **Ionic Angular /Node JS** and **PostgreSQL** deployed on **Azure** using services **APIs** from **Google cloud**
3. **Rcolabs Service on Demand Platform** – App only platform on **Ionic Angular /Node JS** and **PostgreSQL** deployed on **Azure** using services **APIs** from **Google Cloud**

### Tech Mahindra Ltd. (July 2016 - Sept 2019, 37 months)

*As a Group Practice Head I was leading **Design and Architecture engagement** for BT Global Services. As part of my role as Engagement Lead, I was Required to **Architecting Solutions, Manage Customer Interactions, provide Thought Leadership, Consistent / Quality Delivery.***

1. *Launch of **OneVoice/GSIP** products in different countries*
2. *Delivering various **Unified Communications** products and **third-party services** on stack*
3. *Launch of **sd-wan product / vCPE** and related service offering for enterprise customers*
4. *Rearchitecting Quote engine and associated systems to a **microservices stack***
5. *Enablement of **SDN/NFV** on stack to deliver new age services*
6. *Enablement of **Security products** on stack*
7. *System Stack **Transformation/Rationalization***

Apart from the customer responsibilities, I was also responsible to drive number of Organizational initiatives that drive the **culture of Innovations, Maturity of Design Practice, Mentoring / Grooming of Leadership team** and drive **employee satisfaction**.

### Vodafone India Ltd. (Jan 2015 - July 2016, 17 months)

*As a DGM was responsible for provide **architectural solutions** and solve **difficult architectural/design issues**. Set Architecture direction leveraging various **patterns** and options. Estimate works / ensure timely deliveries and to best possible quality. Always **innovate / think out of the box** to improve quality as well as efficiencies. Provide Technical knowhow on Triage calls for **faster defect resolution***

1. **Stack Rationalisation**(RECC Closure) simplify & improve agility of Broadband ordering journey
2. Strengthen consent management for **fraud preventions** in delivering **VAS products**
3. Implement solution to allow customers control through various channels **data consumption & speed throttling**
4. Product feature for prepaid customers to **use allowance bucket for any services**
5. Improve/Implement **customer validation** during **number activation** journey via IVR
6. Feature to allow **free mobile services** during Natural calamity (**Suppressing Billing**)
7. System solution for recommendation of **upselling options** to the customer on **Web/App**
8. Solution to control the **number of active numbers** on single customer as per regulations
9. Enhance **Collection** and **Recovery** solution to be more accurate and effective

## **Tech Mahindra Ltd.** (Dec 2000 - Jan 2015, 147 months)

### 1. **BT Retail E2E Engagement**(May 2014 - Till date)

*This project is about over all governance of all design and Architectural activities that happens in BT Retail. BT Retail offers suit of products to Retail customer in UK*

As a **Principle Architect** (with team size of 96) am responsible for the following

- Manage Stake holders, Mentor and provide technical leadership to the team
- **Provide architectural solutions and solve difficult architectural/design issues**
- Estimate works / ensure timely deliveries and to best possible quality
- **Always innovate / think out of the box to improve quality as well as efficiencies**
- Provide Technical knowhow on Triage calls for faster defect resolution

### 2. **BT Global Services BAU / IPSDK designs, Pune, India** (June 2009 - April 2014, 40 months)

*BTGS BAU / IPSDK designs project is about Architecting / Transforming solution (L2C/T2R) for various initiatives and products for BT GS.*

As a **Principle Architect** (with team size of 70) am responsible for the following

- Manage Stake holders, Mentor and provide technical leadership to the team
- **Provide architectural solutions and solve difficult architectural/design issues**
- Estimate works / ensure timely deliveries and to best possible quality
- **Always innovate / think out of the box to improve quality as well as efficiencies**
- Provide Technical knowhow on Triage calls for faster defect resolution

### 3. **BT Wholesale/BT Operate Physical separation, Pune, India.** (Dec 2008 - May 2009, 6 Months)

*BTW Physical Separation project was about achieving physical separation for various systems/products in BTW in order to achieve compliance with BT's undertaking for Telecom Strategic Review (TSR).*

As **Offshore Lead** (with the team size of 30) was responsible for the following

- **Provide roadmap to architectural solution for Physical separation**
- Mentor and provide technical leadership to offshore team members working on various work packages
- Ensure quality of deliverables by constant review proper follow-up and assisting in issues resolution
- **Guide team members on various difficult technical/Architectural issues.**
- Ensure SDK compliance is achieved / maintained at all the time on all the work packages

### 4. **FTTC Design Delivery/Manager, Pune, India.** (Nov 2008 - Dec 2008, 1 Month)

*FTTC Design delivery was a project about making stack ready to launch a new product called FTTC (Fiber to the Cabinet).*

As a **Lead Design delivery / Manager** (with team size of 8) was responsible for the following

- Facilitate delivery of designs in 2 week sprints from E2E as well as from Component teams
- Assist in formulating the scope of the sprint
- Ensure that designs are on track and highlight/resolve any issues stopping designs from progressing
- **Suggest improvements in process to improve quality of overall output and smooth running**
- Conduct/enable issues calls / scrum calls etc

### 5. **BT Business Strategic Stack, Milton Keynes, UK/ Pune, India** (Nov 2007 - Nov 2008, 13 Months)

*BTB Strategic Stack project was about putting together a strategic stack architecture to support all the products sold by BT Business. This project would have enabled BTB move off legacy stack and also in the process would have achieved the TSR compliance.*

As a **Lead Solution Designer** (with team size of 15) was responsible for the following.

- **Produce a high level Static Architecture that would support all the BTB product**
- **Produce a roadmap for BTB to move off legacy and on to Strategic stack**
- Manage Stake holders interactions as well expectations
- Conduct workshops/calls etc to manage issues / convey progress and seek clarifications
- Set up and Mentor team in offshore. Provide technical leadership, Review deliverables and resolve queries.

#### **6. Online Strategy for BT Retail, London, UK** (Oct 2007 - Nov 2007, 1 month)

*Online Strategy for BT Retail was an assignment about producing a strategy for Ordering / Servicing various BT Retail products that was to be presented to the BT Leadership team for their approval.*

As a **Consultant** (with the team size of 7) was responsible for the following

- **Produce technical roadmap for realizing the online strategy**
- Identify where retail stands today with regards to online and the benefits that can be realized if strategy is implemented
- Work out the quantum of work/ cost /sequence of activities to achieve the roadmap

#### **7. BT Wholesale Physical Separation, Milton Keynes, UK.** (Sept 2006 - Oct 2007, 14 Months)

*BTW Physical Separation project was about achieving physical separation for various systems/products in BTW in order to achieve compliance with BT's undertaking for Telecom Strategic Review.*

As a **Lead Solution Designer** (with a team size of 7) was responsible for the following –

- **Propose physically separate Architecture for various products & roadmap achieving the same**
- Produce High/Low level solution for L2C/T2R journeys of Wholesale Calls / CPS and Messaging products
- Identify / Resolve / Escalate design issues/dependencies etc
- Manage stake holders interactions and expectations
- Conduct workshops/Calls with various teams to shape the solution

#### **8. MIS Logical Separation for TSR, Milton Keynes, UK.** (June 2006 -- Sept 2006 ,4 months)

*The MIS Logical Systems Separation project (part of the TSR Programme) was about ensuring BT is compliant with BT's undertakings for MIS separation*

As a **LOB (BTGS) Lead Solution Designer** (with a team size of 8) was responsible for the follows –

- **Analyze systems in order to ascertain if they are compliant for BT's Undertaking or not**
- If system is not Compliant suggest possible solution to make if compliant, assist in implementing the best solution
- Assist other team members and review work to ensure quality output
- Status reporting of work progress in BTGS at various levels.

#### **9. BT Retail Hub for BT Exact, Belfast, UK.** (Dec 2002 - April 2006, 40 months)

*BT Retail Hub automates the order fulfilment for various products as well as services like Mobility, Broadband etc. This is an EAI project involving technologies like VITRIA, WLS etc. It integrate various systems in BT like OFS, BRASS, PROTECT, BAFTA as well as the third party systems like T-Mobile, 2020, Equifax, Vodafone etc.*

As **Onsite Coordinator** (with a team size of 22) was responsible for the follows -

- Transition the project from the existing BT team to TechM team.
- Coordinate between various onsite and offshore teams, Handel Queries from Offshore and manage Customer.
- **Understand requirement, complex interaction & functioning of systems, perform component design**

- Support to the different Test teams.
- Worked to list out the requirements and strategy for off shoring the project.
- Worked to stream line the testing so as to reduce the time and efforts required without compromising the quality.

### **10. BTOpenworld Broadband VV&T, Ipswich, UK.** (April 2002 - Nov 2002, 8 months)

*BT broadband is BT's initiative to convert all telephones lines in UK to ADSL lines. Users can Purchase Broadband connection online. The project involved end-to-end testing of the system.*

As a **Team Member** (with a team size of 10) was involved in the following:

- Understanding the architecture , different system interaction including various system interfaces.
- Integration Testing for the BTOpenworld Broadband system.
- Worked on Remedy Tool for order management.
- **Preparing End-to-End test specifications, test plans as well as requirement specific Test Cases.**

### **11. COE eBusiness** (Jan 2001-April 2001 and May 2001 - Feb 2002, 12 months)

*The objective to COE E-Business was to build expertise in E-commerce technologies and functional domains respectively. While in COE E – Business worked under various projects like **Info-Trade, Generic Integration gateway, Commerce-one.***

As a **Team Member** with team size of 20 was responsible for the following:

- Design of various components involved in the System.
- **Server side development using EJB, JSP and Servlets with weblogic 6.0 as an application server.**
- Development of various Utility Classes / SOAP Interaction for integration of systems.
- Unit/Integration Testing of the Components developed.
- **Exploration of various technologies like LDAP, Log4j, SSL etc for Generic Integration Gateway**

### **12. Network Unlimited AG, Germany** (April 2001 - May 2001, 2 months)

*Networks Unlimited AG, Germany, had a product called Business Browser. The project was about developing a Mail Client (one module of Business Browser) in swings as well as developing or customizing various Swing components required for the Browser. MVC architecture was strictly followed while developing the various components.*

As a **Team Member** was responsible for the following:

- **Developing and modifying various swings components.**
- Development of components of Mail Client.
- Acceptance testing of Mail Client.
- On-Site Co-ordination between Client, onsite team and offshore team.

### **ADCC R & C, Nagpur.** (Sept 2000 - Dec 2000, 4 months)

As a **Programmer** was involved in the design and development of commercial application using JAVA and J2EE technology

### **Nyati Infosys, Nagpur** (Feb 1999 - Aug 2000, 19 months)

As a **Programmer** was involved in the design and development of various commercial systems using JAVA and J2EE technology

### **ACC Machinery Co. Ltd.** (July 1998 - Oct 1998, 4 months)

As an **Industrial Engineer Trainee** was responsible for cost/quality control and cost reduction