



HUSAIN

Husain-405701@2freemail.com 0504753686

IT Projects | Team Manager | Transformation Executive

Total Experience: 24 Years

Domain:

Manufacturing - OT – IT Integration Digital Supply Chain

BSS stack - Specialization Telecommunication

Finance - Insurance and Banking

Current Assignment

Transformation, Program Manager

Overall IT experience: 24 yrs.

Duration	Organization	Position
From Jan 23 – till date	TLP Advisory	Senior Program Manger
From Nov2015 till Oct 2022	IBM Middle East	Senior Managing Consult ant (Program Manager)
From Feb 2011- Nov2015	IBM India	Senior Managing Consultant (Transformation Executive)
From Nov 2009-Feb 2011	Connectiva Systems India Pvt Ltd	Program Manager
From Feb 2007-Nov, 2009	Comverse Network System	Senior Consultant
From Oct 1997- Feb, 2007	Ushacomm India Pvt Ltd	Senior Manager

Education Qualifications & Certification

- IBM Certified Complex Program Manager
- IBM Certified Consultant in IT - Packaged Solution Integration and Telecommunications specializations
- IBM Consulting Profession Certification - Expert
- IBM Advisory Project Manager
- Redhat Foundation Certificate for Project Manager
- MBA (Systems) - from Sikkim Manipal University of Health, Medical and Technological Sciences
- APGDCA – Advance Post Graduate Diploma in Computer Application from Brilliant's Computer
- B. Com (Hons) -- from the Calcutta University, BES (Bhawanipur Education Society) College
- Oracle Certified Associate from Oracle

Badges & Courses

- AWS - Migration Ambassador Foundations (Business) 2022
- Data Science Methodologies
- IBM Growth Behaviours
- IBM Automation: Compass
- IBM Quantum Conversations
- Building Cloud-Native and Multi-cloud Applications
- IBM Garage Method for Cloud Advocate & IBM Cloud Garage Test-Driven Development
- Short-term Course on System Software and Telecommunication from Indian Institute Technology (IIT) Chennai
- Project Management Professional (PMP) conducted training from QAI India.
- Project management in Net Suite, Jira, Microsoft Project

Domain Experience	<p>Expertise in Manufacturing, with a focus on OT-IT Integration and Digital Supply Chain solutions.</p> <ul style="list-style-type: none"> • Telecom proficiency covering BSS, GSM, CDMA, and Fixed Line services, including end-to-end billing implementation for Tier I customers. • Finance experience encompassing Insurance and Banking solutions, including Mobile App and Web development. • Specialized knowledge in various software solutions, such as Billing, Mediation, Provisioning, Order Management, CRM, Self-care Online, EBPP, Mobile Number Portability, Revenue Assurance, and Fraud Management. • Competence in Software Delivery Platform (SDP), Carrier Billing, Revenue Share, Interconnect, CPRS, GIS, Loyalty Management, and Sales & Distribution with an emphasis on Dealer Management.
Management Experience	<ul style="list-style-type: none"> • Project management and Planning <ul style="list-style-type: none"> ○ Review and status reporting, ○ Steering committee ○ Capacity Management ○ Schedule development and planning ○ Risk analysis and mitigation ○ Financial – GP, PTI, Cost Case • Consulting <ul style="list-style-type: none"> ○ Technical specifications, SOW etc. ○ Business needs and mapping product suite • Process Management (CMMI) <ul style="list-style-type: none"> ○ Configuration Management ○ Metric Management ○ Quality Audit & Software Quality Assurance (SQA)
Business Development	<ul style="list-style-type: none"> • Bid & Proposal and Solutioning • Pre-sales support e.g., RFP response, TDA – Technical Assessment

Experience Profile

TPL Advisory – Jan'23 – Till date	
Period	Jan'23 – Till date
Client	<i>Start-up – Product development</i>
Overview	<i>Integrated Operation Centre (IOC)</i>
Role	Platform Development - Program Manager
Responsibility	<ul style="list-style-type: none"> • Led and managed software development projects within the Integrated Operation Centre (IOC) startup, collaborating cross-functionally. • Overseeing project planning, execution, and delivery, aligning with business goals and budgets. • Facilitated communication between technical and non-technical teams, adapting to the dynamic startup environment.
IBM India & Middle East – Feb'11 – Oct'22	
Period	Jun'21 – Sep'22
Client	<i>Mining Company, Riyadh KSA</i>
Overview	Leading Mining Company - Aluminium, Phosphate, Gold etc
Role	Data Management and Governance - Program Manager
Responsibility	Managing Data Governance Program for a leading mining company based in the Kingdom of Saudi Arabia (KSA). Responsibilities include:

	<ul style="list-style-type: none"> • Conducting a comprehensive Data Maturity Assessment. • Developing Data Governance Policy and Processes. • Conducting a thorough Data Quality Assessment on master data. • Creating Statements of Work (SOW) and Request for Proposals (RFP) for various Data Management Projects, including Data Visualization initiatives and more.
Period	Sep'20 – Apr'21
Client	<i>One of the major Insurance Provider, Riyadh KSA</i>
Overview	Leading Insurance provider in Motor and Health
Role	Digital Transformation - Program Manager
Responsibility	Responsible for overall transformation of Mobile App and Website <ul style="list-style-type: none"> • Transformation of Digital Platform using IBM Garage Methodology • Public Launch of Mobile App • Production Ready Web Site
Period	Jan'18 – Aug'20
Client	<i>OCP Group, Teal Technology Services</i>
Overview	"The OCP Group stands as a prominent global exporter of phosphate rock, phosphoric acid, and phosphate fertilizers. Teal Technology Services, in collaboration with IBM, initiated a joint venture aimed at catalyzing digital transformation across critical sectors for the OCP Group in Africa. This innovative partnership leverages IBM technology to drive the digitization of OCP's operations."
Role	Transformation OT – IT, Integration Program Manager
Responsibility	Responsible for overall delivery: <ul style="list-style-type: none"> • Oversaw multiple projects related to OT-IT integration and Digital Supply Chain. • Conducted comprehensive scope and assessment activities. • Strategically planned staffing and capacity requirements. • Ensured financial commitments, cost case development, and pricing strategies. • Led end-to-end program execution.
Period	Feb'17 – Nov'17
Client	<i>Mobily Etihad Etisalat Company</i>
Overview	Mobily, KSA one of the leading Telecom operators in Riyadh KSA. IBM is providing end to end IT support on infrastructure, BAU - operation, L3 AMS and Quality Assurance as part of ITO outsourcing deal
Role	AMS - Program Manager
Responsibility	Responsible for overall delivery excellence of program ensuring: <ul style="list-style-type: none"> • Achieved high customer satisfaction and timely issue resolution within SLAs. • Efficiently managed staff allocation and met financial commitments/targets. • Acted as the primary liaison in project, steering group discussions, and customer review meetings, handling program-related escalations.
Period	Nov' 16 – Jan'17
Client	ATM Mobiles - Algiers, Algeria
Overview	ATM Mobilis leading Telecom operator in Algeria aims to lead business transformation roadmap in order to maintain and enhance leadership with a shift in company's capabilities around data monetization.
Role	Program Manager - Solutioning and Proposal
Responsibility	<ul style="list-style-type: none"> • Take charge of solution development for project proposals, focusing on a Digital Transformation initiative. • Utilize the IBM technology stack, including IBM WebSphere and IBM Connection, for the development

	of Intranet and Internet Portals.
Period	Jul' 16 – Oct'16
Client	Fidelity Bank Ghana
Overview	Fidelity one of the major banks in Accra, Ghana have engaged IBM for managing end to end IT support, operation and transformation existing application over period of next 5 years
Role	Program Manager
Responsibility	<ul style="list-style-type: none"> • Lead the implementation of ESB using IBM Integration BUS and oversee the migration of all existing services to the new platform. • Coordinate solution redesign, ensuring alignment with customer requirements and updates. • Develop comprehensive cut-over plans and execute a seamless go-live transition, aiming for 100% system uptime.
Period	May' 16 – Jun'16
Client	ADIB (Abu Dhabi Islamic Bank)
Overview	ADIB, a major Abu Dhabi bank, partnered with IBM for professional services, including: Design and oversight of the new Pacific Control Data Centre (PCDC) Bay 4. Advising and guiding the ADIB IT team on activities in Najda Data Centre, Pacific Control Data Centre (PCDC) Bay 2, and Pacific Control Data Centre (PCDC) Bay 4. This includes data centre setup, service restoration, and application migration
Role	Senior Project Manager
Responsibility	<p>Project Management in driving of Data Center Migration for new set-up at PCDC Bay4.</p> <ul style="list-style-type: none"> • Project management tasks of as assessing and reporting on the status of the project, coordination and meetings with architects from both IBM and ADIB and communication with the customer. • Project planning tasks including - resource allocation, schedule development, planning, monitoring, risk analysis and mitigation. • Overlooking migration process during cut-over
Period	Feb' 11 – April'16
Client	Airtel Africa Transformation, Nigeria
Overview	Airtel Africa, a member of the Bharti Group, holds the position of the largest operator in India and one of the fastest-growing operators in Africa. It operates across 17 African countries. IBM is delivering comprehensive IT support, including operational management, application transformation, and automation.
Role	Transformation Executive for Airtel Nigeria
Responsibility	<p>Led the end-to-end Transformation program at Airtel Nigeria, a key contributor to Africa's revenue, serving a customer base of over 25 million. Responsibilities encompassed: Billing, CRM solutions, Mediation & Provisioning</p> <ul style="list-style-type: none"> • Managed Billing, CRM, and Mediation systems. • Oversaw Interconnect, GIS, and Revenue Assurance. • Implemented ERP solutions and handled Sales & Distribution. • Led Service Delivery Platform management. • Managed onshore/offshore team transition. • Oversaw Vendor relationships
Connectiva System (I) Private Limited – Nov'09 – Feb'11	
Period	Dec'09 – Feb'11
Client	Wataniya Telecom, Kuwait
Overview	<p>Wataniya Telecom, a key player in Kuwait's GSM market under the QTel group, offers 3G services and diverse VAS products. With its inception in 2001, Wataniya experienced remarkable growth, amassing 1.8 million subscribers. The project included:</p> <ul style="list-style-type: none"> • Implementing Connectiva Fraud product suite - Sentry. • Upgrading the Revenue Assurance system from version 3.6 to 5.2.

Role	Program Manager - Middle East operators
Responsibility	Program Management <ul style="list-style-type: none"> • Overall P/L for the for-Delivery Unit • Review with project managers • Resources hiring and management for the unit • Metric completeness index • Revenue Recognition Index
Comverse Network Systems– Feb '07 – Nov'09	
Project Title	Kenan- FX 11.9 - GSM upgrade & CDMA implementation <ul style="list-style-type: none"> • GSM & CDMA Integration (East & West Zone) • 3G Service Launch (South Zone) • MNP (Mobile Number Portability) – North Zone
Period	Feb'07 - Nov'09
Client	BSNL (Bharat Sanchar Nigam Ltd), India
Overview	BSNL, a prominent telecom operator, serves a broad customer base across GSM and CDMA platforms, and my project involved multiple facets of Kenan, including provisioning, data mediation, billing, and customer care. <ul style="list-style-type: none"> • Implementing 3G Service in BSNL's South Zone from July '09 to Nov '09. • Managing Mobile Number Portability (MNP) in India from May '09 to Nov '09. • Overseeing the CDMA Integration from Legacy to Kenan-FX platform between Jan '08 and Nov '09. • Upgrading the earlier Kenan-BP version to Kenan-FX from Feb '07 to Dec '07
Role	Project Manager
Responsibility	<ul style="list-style-type: none"> • Providing weekly MIS status reports for multiple projects. • Leading solution design for Mobile Number Portability (MNP). • Collaborating with system integrators to implement 3G services in BSNL's south zone. • Engaging in discussions with clients across different regions for data migration planning, including parallel billing and go-live strategies. Conducting workshops on various GSM/CDMA processes.
UshaComm India Pvt Ltd – Oct'97 – Feb'07	
Project Title	Unicorn Release 6.0 – TeleCommunication Systems (TCS)
Period	Jan 2005 – Feb 2007
Client	TeleCommunication Systems, Inc. Owing Mills, Maryland, USA
Overview	TCS is a top provider of vital wireless data solutions for carriers, enterprises, and U.S. government customers. TCS secured a reseller agreement, allowing them to offer CDMA wireless service on BlackBerry devices through a major wireless carrier.
Role	Project Manger
Responsibility	<ul style="list-style-type: none"> • Project management, including status assessment, coordination, and customer communication. • Resource allocation, scheduling, and risk analysis. • Consulting on technical specifications and hardware/software configuration
Project Title	Unicorn Release 5.1.3 – Lattelekom
Period	As Project Manager from 01-Nov-2006 – Feb 2007, Team Lead from 1 st July 2001 – 31 st Dec 2004,
Client	Lattelekom, Riga Latvia
Description	Lattelekom, the premier telecom operator in Riga, Latvia, offers Wire Line and Long-distance services. The implementation of the Unicorn billing system revolutionized their end-user billing solution, tailored to their specific need
Role	Project Manager from Nov'06 – Feb' 07 / Team Leader from June'01 till Dec 04
Responsibility	<ul style="list-style-type: none"> • Led full lifecycle development of 21 interfaces and Data Archival system. • Managed project tasks, including assessment, coordination, and communication. • Oversaw resource allocation, scheduling, and risk mitigation.

	<ul style="list-style-type: none"> • Provided consulting on technical specifications and business needs.
Project Title	Unicorn Release 5.1.1 – PRT
Period	1 st October 2000 – 30 th June 2001
Client	PRT - Puerto Rico Telecom (Puerto Rico, San Juan USA)
Overview	PRT, a telecom operator in Puerto Rico, provides LEC and ISP services. UshaComm managed order entry and end-user billing, replacing a 25-year-old legacy system, involving end-user billing, migrating data for 1.2 million customers, and integrating with forty interfaces to other systems
Role	Team Member
Responsibility	Examine, plan, and create a Primary Interexchange Carrier (PIC) interface to connect with different Long Distance Carriers for the purpose of exchanging Customer Account Record Exchange (CARE) records with the Local Exchange Carrier (LEC) on a daily basis.
Project Title	Unicorn 2.4 – VarTec
Period	1 st May 2000 – 31 st May 2001
Client	VarTec Telecom, Dallas (USA)
Description	VarTec is a telecommunications operator offering long-distance and CLEC (Competitive Local Exchange Carrier) services within the United States. UshaComm handles order entry and end-user billing for VarTec, encompassing a comprehensive project that entails end-user billing, data migration, and the development of forty interfaces with various other systems.
Role	Team Member
Responsibility	Customization in Customer Care Module. Developing Interfaces with third party software and their in house (VarTec) application. Development and Implementation of Light-Year SRO's (Switch Less Reseller operator) registration through Unicorn.
Project Title	Unicorn 2.3 – Tango
Period	1 st Oct 1999 – 30 th April 2000
Client	Tango Luxembourg
Description	Tango Luxembourg operates as a telecommunications provider, offering both mobile GSM and fixed-line services. UshaComm is responsible for managing online registration and convergent billing for their services.
Role	Team Leader
Responsibility	Within this context, my key responsibilities encompassed the development and enhancement of billing and Customer Relationship Management (CRM) systems to effectively support Tango Luxembourg's telecommunications operations, ensuring seamless service delivery and customer management.
Project Title	Unicorn 2.3 – Skycell
Period	1 st April 1999 – 30 th Sep 1999
Client	Skycell, Chennai
Description	Skycell is Telecom operator giving mobile GSM service for which UshaComm is customer care and Billing.
Role	Team Member
Responsibility	Customization and off-site support for all the modules of Unicorn.
Project Title	Computerized Maintenance Management System (CMMS)
Period	1 st October 1997 – 31 st Mar1999
Client	Usha Alloys & Steel Division, Jamshedpur
Description	UshaComm's CMMS initiative seeks to automate and integrate maintenance management processes across Usha Martin Group, encompassing Usha Alloys & Steels Division, Usha Beltron Ltd., and Usha Steels and Wire Ropes Division.
Role	Team Member
Responsibility	<ul style="list-style-type: none"> • Tasks encompass designing modules for Stores & Purchase, Workshop & Masters. • Responsibilities include coding, implementing, and creating user manuals for Breakdown, Preventive Maintenance, Preventive Inspection, and Security modules. • Testing activities are focused on the Shutdown and Overhauling module.