

Nirala Gautam

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Profile Summary

- Currently working as Associate Business Consultant with Tech Mahindra Limited, Noida
- Around five years of experience in telecom domain and technologies including Service design and delivery, solution design, consulting, integration, configuration and operations
- Having acumen to understand and capture technical as well as business requirements to translate it to commercially viable solutions for customers
- Possess in depth knowledge of 2G,3G, LTE/IMS and Networking technologies and telecom business process framework
- International Experience in client interactions for Project and Team Management
- BE (E &TC) coupled with MBA in Telecom Management from Symbiosis International University, Pune
- Adaptable and quick learner with skills to work under pressure and handle multiple priorities with ease

Professional Experience

Organization:	Tech Mahindra, Noida	Oct.2016 – Till Date
Designation:	Associate Business Consultant	
Responsibilities:	<ul style="list-style-type: none">• Engage in E2E Service cycle, ranging from feasibility study, requirement articulation (process specific stories), proposing high/low level design changes and documentation, Gap Analysis (As-Is, To-Be), problem identification to feed any potential requirements back to Product Line• Analyzing operational and system impacts to provide overall Impact Assessment to all the stakeholders• Evaluating the complexity of the service delivery project along with effort estimation• Produce System designs that support and enhance the business process• Preparing high & low level process design and workflows through consultation with stakeholders on business requirement and ensuring adherence to release timelines & quality standards	

Organization:	Subex Limited, Bangalore	April 15 – Sept.2016
Designation:	Business Consultant, Business and Solutions Consulting Group	
Responsibilities:	<ul style="list-style-type: none">• Primary responsibility involves engaging with the Telco clients across the globe regarding Business Optimization Opportunities and providing consultation of the solution aligned with the telecommunications industry standards• Mapping of customer business and operational requirements to the solution specifications : Scope definition, breaking down strategies into architectural capabilities with solution design• Handles technical part of bid submission: Technical proposal (solution design/architecture), effort estimates, scope of work etc.• Works with senior technology leads and solution consultants internally to design solutions based on customer requirements• Presents proposed solution to customer for verification and makes required adaptations if required• Preparing technical proposals for enlargement of client portfolio and diversification of business proposition• Acts as bridge between sales and delivery team to identify and manage risks and ensure smooth delivery of the project	
Key Deliverables:	<ul style="list-style-type: none">• Handled more than fifteen RFPs and BRDs successfully for Subex from Telecom operators around the globe for Revenue assurance and Fraud Management solution• Designed Fraud Management solutions for number of clients in APAC & Africa and provided consultation and conducted demo for the same	

	<ul style="list-style-type: none"> Involved in Subex Product Portfolio expansion with focus on Solution design for De-Duping solution ,Sim box fraud & Device Management System
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Organization:	Subex Limited, Bangalore	April 2014 – May 2014
Designation:	Summer Intern	
Key Deliverables & Learnings	<ul style="list-style-type: none"> Unearthing the Opportunities for Subex in ME and APAC Market & Making Partner Management a Strategic Function Clear understanding of OSS/BSS, Portfolio and products of Subex in Revenue Analytics, Cost Analytics, Network Analytics Exploring the opportunities for Subex in Middle East- Saudi Arabia, UAE, Qatar by analyzing the telecom scenario there, CAPEX/OPEX trends and identifying pain points of potential customers Analysis of the key partner portfolio by mapping them on eTOM framework to identify the process gaps to be filled and come up with a compelling value statement to increase the engagement Understanding the Data Integrity Problem and its implementation challenges in telecom and identifying reasons of its low adoption by APAC telecom service providers 	

Organization:	Nokia Siemens Networks, Patna, Muzaffarpur	May 2010 – May 2013
Designation:	NSS Engineer, CO AMEA India	
Responsibilities:	<ul style="list-style-type: none"> Configuration in MSC, MGW, GCS, HLR for Digit and call routing, IMSI, GT and charging analysis etc. POI creation and CDR verification for Idea Bihar and Jharkhand circle with other operators Analysis of KPI parameters like ASR/CSR/PSR/CCR, congestion and utilization analysis of resources Reconciliation of various subscriber profiles and VAS services opted by them as per RA guidelines Integration new nodes like BSC/BTS with MSS, GCS, HLR and new feature implementation for Idea, Bihar Readiness of core network for any new feature and service implementation Traffic engineering, monitoring, call routing, analysis and rectification of faults based on system generated alarms for Idea Cellular Limited Coordinating with different internal & external strategic partners for timely completion of assignments 	
Key Deliverables:	<ul style="list-style-type: none"> Installation, configuration, testing and making live new MSS07/MGW12/MGW13 at Muzaffarpur Implementation of Direct SM feature at Idea Bihar and providing guidelines to other Circles for its configuration Improvement of ASR of all the POIs by detailed analysis of KPIs and co-ordination with other operators 	

Skills and Expertise

- Tools: MS excel, MS Word, MS PowerPoint, Reflection, SPSS, COGNOS
- Certifications: **CCNA, eTOM-Business Process Framework**
- Others: TCP/IP, MPLS, GSM,LTE, CDMA, SS7,Cloud Computing,Hadoop

Academic Qualifications

2013-15: MBA (Telecom) – Systems & Finance, Symbiosis International University, Pune, India [CGPA- 3.167/4]
 2006-10: BE (Electronics & Telecommunications), IET, Devi Ahilya Vishwa Vidyalaya, Indore [Percentage- 74.75]
 2002-03: SSC, Central Academy, Kota, India [Percentage- 63]
 2000-01: HSC, Sainik School, Rewa, India [Percentage- 81.2]

Positions of Responsibility Held

- Successfully leading RFPs, RFIs and Product Upgrades to closure for telecom operators at Subex Ltd.
- SPOC for the new project of network expansion for Idea Bihar
- SPOC for point of interconnection between Idea Bihar and other local and NLD operators
- Coordinator of the Annual Tech fest held at our college in 2009

- Member of Placement committee at SITM
- Coordinator of Annual Management Conclave Conexión'14 at SITM

Special Achievements / Awards

- **Best contributor – Presales** for over achieving our annual target (FY 2015-16) at Subex Ltd.
- **Certificate of achievement** from Nokia Siemens for successful handling of assigned Project without any eventuality
- **Letter of appreciation** from IIT Kharagpur for being one of finalist of 'Robitix-08' event Terra ranger
- **Letter of appreciation** from University for successfully organizing the first ever Tech-fest of our college
- **Certificate of participation** from IIT Bombay for being in top 10 teams of event Prison break in 'TECHFEST-08'

Extra-Curricular Activities

- Captain of the winning team of the Inter college volleyball tournament of our university
- Runners up in college Basketball tournament.
- Won Bronze medal in 400m, 200m and Silver in 4*100m relay in athletics meet of our school, Sainik School Rewa
- Past member of NCC with NCC-A certificate

Hobbies / Interests

- Playing volleyball, Basketball, Table tennis
- Horse riding
- Watching cricket
- Vegetable Gardening