

Samarth A
Deputy Manager / Bangalore, India

BASIC INFORMATION

Experience in:	Telecommunications Industry
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CAREER CONTOUR

I am unwavering, meticulous, and highly competent in the **Telecommunications Industry**. I have a consistent record of delivering results-driven work with a proven ability to implement my projects in an organised manner, spanning **15+ years** of my successful career.

My expertise:- **Telecommunications Industry – Project Management Office (PMO), Telecom Order Management, Enterprise Service Delivery, Customer Implementation, Project Governance, Stakeholder Management, Cross-functional Leadership, Resource Planning, Risk & Issue Management, Change Management, Process Improvement, KPI & SLA Management, Executive Reporting, Team Leadership & Development**. I have in-depth knowledge of all the ethics of management. I possess effective communication skills and am a team player with strong organisational, Logical, and Problem-Solving Abilities.

I have extensive experience working with large-scale organisations, such as **HCLTech**. I am well-versed in skills including analysis, problem-solving, and coordination, which have contributed to my success and dedication. Strong influencing and negotiation skills coupled with a proven ability to think in and out of the box, generating new solutions.

I have commenced my profession as an **Executive** and risen myself as **Deputy Manager** in a reputable company. I would like to see myself growing with the passing years of hard work and dedication. I have been awarded many accolades for my result-oriented hard work.

Armed with a multitude of competencies and work experiences, I am confident to carry forward any organisation's vision & objectives with sufficient ease and dedication to my job responsibility.

EXPERIENCE

Mar 2025 – Present | HCLTech | Deputy Manager (DPO – Operations)

Responsibility:-

- Lead cross-functional implementation projects for enterprise telecommunications customers across the EMEA region.
- Lead the Managed Service Implementation (MSIM) team, managing 20 Implementation Managers and ensuring timely service activation and SLA compliance.
- Optimize resource planning and allocation based on team capabilities, technical expertise, project priorities, and customer requirements.
- Establish project governance through weekly KPI, SLA, CPI, and performance reviews, providing delivery health reports and corrective action plans to senior leadership.
- Coordinate dependencies across Sales, Solution Architects, Circuit Designers, Equipment Procurement, Billing, and Service Delivery teams.
- Manage high-priority customer escalations by identifying risks and driving cross-functional resolution plans.

- Partner with Service Program Managers, global delivery teams, and key stakeholders on project roadmaps, implementation strategies, and customer expectations.
- Develop and standardize SOPs, implementation guidelines, and Points of Contact (POCs) to improve operational consistency.
- Maintain risk, issue, and RCA documentation, including mitigation planning and resolution tracking.
- Monitor project schedules and customer milestones while providing delivery updates through stakeholder governance calls.
- Conduct quarterly and annual performance evaluations and coach Implementation Managers through structured development plans.
- Prepare and present monthly operational dashboards covering KPI, SLA, delivery performance, project risks, achievements, and improvement opportunities.

Dec 2016 – Feb 2025 | Fusion CX Ltd. | Team Controller – Operations

Responsibility:-

- Led a team of 10+ telecom order management specialists supporting enterprise Ethernet services across North America.
- Managed end-to-end order validation, provisioning coordination, and service delivery while maintaining SLA compliance.
- Improved operational efficiency through process optimization, workload balancing, and continuous performance monitoring.
- Worked with Product Managers as an SME for UAT, tool enhancements, and new order management capabilities.
- Supported leadership with resource planning, risk identification, change management, and governance initiatives.

Jul 2011 – Dec 2016 | Synchronoss Technologies | Sr. Operational Analyst – Operations

Responsibility:-

- Managed end-to-end provisioning of enterprise telecom circuits including DS1, DS3, SONET, and Ethernet services for global customers.
- Coordinated with engineering teams, customers, and trading partners to ensure timely service activation and resolution of provisioning issues.
- Supported SLA-driven order fulfillment and mentored new team members on telecom provisioning and order management processes.

ACHIEVEMENTS

- Led and mentored a team of 20 Implementation Managers supporting enterprise telecom service delivery across EMEA.
- Successfully delivered enterprise telecom implementation projects while meeting SLA commitments and customer delivery milestones.
- Reduced order aging through proactive escalation management and workflow optimization.
- Recognized as a Subject Matter Expert (SME) for telecom implementation tools and process improvement initiatives.

ACADEMIC FORTE

- Bachelor of Science (B.Sc.) in Computer Science from Bangalore University in 2012.

Training & Certifications:

- PMP® – Project Management Institute (Active)
- Agile Leadership – Change Management
- Initiating and Planning Projects
- Project Scheduling
- Managing Project Risks and Changes

TECHNICAL PROFICIENCY

Well-versed with

- **Project Management:**
PMO, Project Planning, Project Governance, Risk Management, Change Management
- **Telecom:**
Telecom Order Management, Telecom Provisioning, Ethernet Services, Enterprise

- Telecom Services
- **Service Delivery:**
Customer Implementation, Service Delivery,
SLA Management, Delivery Governance
- **Leadership:**
Stakeholder Management, Cross-functional

- Leadership, Executive Reporting, Team Management
- **Performance Management:**
KPI Management, Operational Dashboards,
Performance Reviews, RCA

Advice for Contacting: I'm always open to conversation, networking with like-minded professionals, or discussing future prospects. Connect with me on LinkedIn or contact me at samarth.khande@gmail.com