

MANUJ VYAS

HEAD OF AUTOMATION & BUSINESS OPS



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📍 JMD Gardens, Sohna Road, Gurgaon,
INDIA

SKILLS

- **2G, 4G, 5G**

GSM Telecom

- **BSS /OSS**

Charging System Operations

- **Managed Services**

Operations Support

- **Strategy**

Business Operations

- **Automation**

Transformation & digitization

- **Analytics**

Data analytics

CERTIFICATIONS

: SUN Solaris Admin
SQL Database Management
Linux, Unix
AXE, APG

HONORS & AWARDS

2008: ACE Award - Received from Head
GSC for Network restoration in record time.

2004: Spot Award - Received from from
CEO Idea Cellular Limited for reducing daily
revenue loss by developing In House
solution

OBJECTIVE

23 years' experience in Telecom industry working across multiple roles (Support, Managed Services, Operations, Planning, MSIP, Delivery Management, Automation AI).Handled Strategy role as part of Business Operations portfolio in POBO. Experience in Data Analytics and Digital Transformation

EDUCATION

- **Mumbai University**

Bachelor of Engineering

Apr 1994 - Jun 1998

-- Electronics & Telecommunication

- **Symbiosys University**

MBA (Correspondence)

Apr 2001 - Jun 2003

-- Marketing

WORK EXPERIENCE

- **Ericsson India Private Limited**

Head of Automation & Business Ops

2019 - Now

Establish long term vision for automation supporting business capability needs.

Digital transformation across Unit to bring efficiencies in delivery

Lead, manage and grow the Automations technical team and develop new initiatives with time.

Responsible for managing day-to-day operations supporting automation solutions deployed in network.

Implement and monitor automation development and security standards and ensure adherence to such standards.

Operations business strategy to optimize the use of resources, people,

processes, and technology and develop in line with organization objectives.

Automation adoption across Network rollout NRO to bring app based milestone tracking improving productivity

- **Ericsson India Private Limited**

Head of Business Operations

2017 - 2019

Business Strategy and financials analysis to industrilize improvements and ensure delivery as perexpected Quality, time and within budget

Proactively propose improvements of strategies, services andprocesses based on analytics

Execute operational improvements within or across processes or organizations

Define Targets for Margin improvement with execution plan.

Drive Efficiency improvement plan across unit

2014: President Award - Received from Ericsson India MD for best project delivery

2015: Best Project of Year - Received from Airtel Africa Group CTO for upgrading of 10K+ nodes in network within one year.

2016: AAPCN Modernization - Received from Airtel Africa Group CTO for network modernization to handle data traffic

INTERESTS

Travelling
Music
Photography

● Ericsson India Private Limited

Customer Support Scope Manager 2015 - 2017

Scope Manager part of regional Support organization managing delivery within contracted scope and engage for any activities outside contracted scope. Support Pre Sales function for RFP compliances and create delivery model to fulfill the requirements.

Drive Add on Sales across function to bring new Business to organization revenue growth

● Ericsson Global India Private Limited

DELIVERY MANAGER REGION SUB
SAHARAN-AFRICA 2012 - 2014

Remote delivery established for integration of BSS IN Charging system in Africa. Low cost SWUS Project upgrading >10K nodes within one year.

Access Agnostic Packet Core Network modernization of network for handling data traffic.

Charging BSS Nodes deployed to build capacity in network.

● Ericsson India Private Limited

Head BSS IN Charging Managed
Services 2010 - 2012

Pan India design planning of capacity expansion in Bharti Network and aligning with customer Operations assurance interfacing central customer with structured Governance Managing KPI and interfacing customer to manage escalations

● Ericsson Global India Private Limited

CA Manager BSS IN Charging 2005 - 2010

Operations Support and 2nd level assurance for charging system Pan India. Managing uptime and proactive maintenance of network.

Worked in SDP, IVR, MINSAT, CS3.0, CRS, EMM, EMA CCN, PCN

Management, Support and fault management. Managed team of 95 people handling, support, Change management, Product config & Back Office operations.

Managed Capacity Planning of BSS Charging system for Pan India footprint interfacing customer for network build up.

● Idea Cellular Limited

Manager Switch & IBSS IN charging 2000 - 2004

Operations support and 2nd level assurance of BSS IN charging system and Switch MSC. Managing uptime and proactive maintenance of network. Upgrades as per agreed plan to keep Network updated with latest release. Changes in network configuration for capacity expansion

● Bharti Airtel Limited

Engineer MSC Operations &
Maintenance 1998 - 2000

Operations, Maintenance of Bharti network 24x7. Worked on AXE, APG nodes operations and configuration management