

MAHENDRA R DUBE

Flat#503, Building No. E, Emerald chs,
Thane,Maharastra
Email: mahendradub@gmail.com
Mobile: +91 9324294533

Profile Summary

Strategic leader with nearly 22 years of experience in OSS Operations Support Management (TEOCO FAM, PMM, SevOne NMS, IBM Netcool), IT Project Management (VMware vSphere NSX, ESXi, vRA, vROP, vRLI, vRNI, SevOne NMS), Incident Management, Team management, Service Delivery Management and People Management with proven track record of delivering consistent business results through adept leadership. Effective Team building and leadership skills while working with fellow Management and stakeholders to accomplish shared goals.

Work Experience Summary & Professional Skills

(Expertise Domain: OSS Application Support Manager, Project Management – OSS Application Migration/Upgrade, Project Management – VMware cloud components i.e vCloud Suites Migration/Upgrade, Project Management – IBM Netcool/APM, O&M of TEOCO FM/PMM, O&M of SevOne PMS, Huawei M2000, Integration of Huawei MSC/BSC/MGW with Huawei M2000, ZTE MSS/NetNumen, Lucent MSC/BSC/BTS deployment/Integration, Samsung EMS/LSM-R/LSM-C Monitoring, User administration in PIM, O&M of Ericsson GMSC, SDWAN components integration with SevOne PMS, helped British telecom team to collect proper data for population of IMP KPI CSSR/Call drop /handover success rate in SevOne PMS, Knowledge of GSM/CDMA/LTE network/call flow/protocols SS7, SCCP, TCAP, MAP, SIGTRAN, SNNMP, CORBA)

- ♦ Worked in **MasterCom Technology Services India Pvt Ltd**, for Operation and Maintenance of SevOne NMS Applications in 24*7 Support manner and Project Management of SevOne NMS (P2V Migration, software customization development and Upgrade) for Multiple telecom client, IT Project Management (P2V Migration and Upgrade) of VMware vCloud suite product for multiple client, managed L1, L2 and L3 NMS applications support team, Prepared and drive weekly application support status call as well as Monthly governance call with client.
- ♦ Worked in **Reliance Jio infocomm** as EMS/OSS Manager and managed the Samsung LSM-R and LSM-C.EMS Managed the TeMIP OSS application.
- ♦ Worked in **Reliance Communications Ltd** for Operations and Maintenance of TEOCO FAM/PMM OSS Applications and provided L2 application support in 24*7 manager also managed the L2 EMS/OSS applications support team, performed integration of Lucent/ZTE/Huawei EMS with TEOCO OSS Product, Troubleshooting of OSS issue, O&M of Lucent EMS/ZTE/Huawei EMS and Ericsson GMSC
- ♦ Worked in **NuteK(I) Pvt Ltd** as Telecom deployment engineer, deployed and integrated Lucent MSC/BSC/BTS
- ♦ Worked on Multiple tool like Secure CRT, Super Query, DB artisan, toad, putty, Tivoli Netcool, ITSM, BMC Remedy, PM tool like smartsheet, MS project tool
- ♦ Good Knowledge of MySQL, Sybase and Linux.
- ♦ Good Knowledge of Telecom 2G, 3G, LTE Network architecture, Interfaces, protocols, KPI and call flow

Technical OSS Support Manager/IT Project Manager (Telecom/IT OSS Service Assurance) MasterCom Technology Services India Pvt Ltd - 19th Nov-2015 to 22 March 2024

OSS Service Assurance Support Manager – MasterCom Technology Services India Pvt Ltd

Client - Bharti Airtel Ltd

Duration - Dec-2023 - March 2024

Location-Mumbai

Product -IBM Netcool

Roll & Responsibility:

- ♦ Managing O&M Team and handling project team.
- ♦ Managing L2, L3 support team, providing technical support to IBM Netcool OSS product, IBM Netcool is Fault management product and used for Monitoring of Bharti Airtel network.
- ♦ Strong experience and knowledge in Unix/Linux, My SQL.
- ♦ Strong knowledge of IBM Netcool product.
- ♦ Preparing and presenting weekly and monthly reports to clients.

- ◆ Working with our team and client to ensure 99% availability of IBM Netcool system.

IT Project Manager - MasterCom Technology Services India Pvt Ltd

Client - SevOne Inc - Jan-2022 – March 2024

Project -Software development and support for SevOne NMS Service assurance system.

P2V Migration of SevOne NMS and software version upgrade of SevOne NMS system

Roll & Responsibility:

- ◆ Gathering customer requirements
- ◆ Analyzing requirements and preparing effort estimate
- ◆ Preparing SoW considering all parameters and getting this reviewed with customer
- ◆ Project Planning, Project kickoff and execution.
- ◆ Project Status tracking, managing risk on timely manner, driving daily/weekly Status call and managing monthly governance call.
- ◆ UAT/ATP and handover to Operation team.
- ◆ Project closure and raise the invoice.

IT Project Manager - MasterCom Technology Services India Pvt Ltd

Client- VMware OCAC NSX-V2T upgrade and migration -March-2023 -April-2023.

Project -VMware NSX-V2T Migration and Upgrade.

Roll & Responsibility:

- ◆ Gathering customer requirements
- ◆ Analyzing requirements and preparing effort estimate
- ◆ Preparing SoW considering all parameters and getting this reviewed with customer
- ◆ Project Planning, Project kickoff and execution.
- ◆ Project Status tracking, managing risk on timely manner, driving daily/weekly Status call and managing monthly governance call.
- ◆ UAT/ATP and handover to Operation team.
- ◆ Project closure and raise the invoice.

OSS Service Assurance Support Manager - MasterCom Technology Services India Pvt Ltd

Client-Tata communications Ltd

Duration- June-2017 - March-2023

Location-Mumbai

Product -SevOne NMS

Roll & Responsibility:

- ◆ Managing O&M Team and handling project team.
- ◆ Managing L1, L2, L3 support team, providing technical support to TCL's SevOne NMS product, TCL's SevOne NMS product is used by TCL customer to manage their network utilizations and availability of their network.
- ◆ Device integration and debugging of report in SevOne System.
- ◆ Strong experience and knowledge in Unix/Linux, My SQL.
- ◆ Strong experience and working knowledge of business IT applications.
- ◆ Strong knowledge of SevOne NMS product.
- ◆ Strong leadership quality.
- ◆ Preparing and presenting weekly and monthly reports to clients.
- ◆ Working with our team and client to ensure 99% availability of SevOne NMS system.

IT Project Manager - MasterCom Technology Services India Pvt Ltd

Client- VMware KSEDC

Project -VMware NSX-V2T Migration and Upgrade.

Duration: Oct-2022 - Dec-2022.

Roll & Responsibility:

- ◆ Gathering customer requirements

- ◆ Analyzing requirements and preparing effort estimate
- ◆ Preparing SoW considering all parameters and getting this reviewed with customer
- ◆ Project Planning, Project kickoff and execution.
- ◆ Project Status tracking, managing risk on timely manner, driving daily/weekly Status call and managing monthly governance call.
- ◆ UAT/ATP and handover to Operation team.
- ◆ Project closure and raise the invoice.

IT Project Manager - MasterCom Technology Services India Pvt Ltd

Client - HSBC Bank

Project -P2V-SevOne PMS Migration and Upgrade.

Duration: July-2021 – Dec-2022

Roll & Responsibility:

- ◆ Gathering customer requirements
- ◆ Analyzing requirements and preparing effort estimate
- ◆ Preparing SoW considering all parameters and getting this reviewed with customer
- ◆ Project Planning, Project kickoff and execution.
- ◆ Project Status tracking, managing risk on timely manner, driving daily/weekly Status call and managing monthly governance call.
- ◆ UAT/ATP and handover to Operation team.
- ◆ Project closure and raise the invoice.

IT Project Manager - MasterCom Technology Services India Pvt Ltd

Client- Telstra Global

Project -P2V-SevOne NMS Migration and Upgrade.

Duration: Aug-2020 - July-2021

Roll & Responsibility:

- ◆ Gathering customer requirements
- ◆ Analyzing requirements and preparing effort estimate
- ◆ Preparing SoW considering all parameters and getting this reviewed with customer
- ◆ Project Planning, Project kickoff and execution.
- ◆ Project Status tracking, managing risk on timely manner, driving daily/weekly Status call and managing monthly governance call.
- ◆ UAT/ATP and handover to Operation team.
- ◆ Project closure and raise the invoice.

OSS Application Support Manager - MasterCom Technology Services India Pvt Ltd

Client-Reliance Jio infocomm

Duration - Nov-2015 - June-2017

Location-Mumbai

Roll & Responsibility:

- ◆ Managing Day-to –Day Reliance TT raised regarding OSS Assurance, product (TeMIP, UCA, UOC) and solution related issue. (Alarm and TT generation in TeMIP)
- ◆ Health monitoring of TeMIP, UOC, UCA to keep system 99% UP and in well condition.
- ◆ Coordinating with Reliance client to close their issues like fault (alarm), Trouble ticket raised on OSS assurance related product (TeMIP, UOC, UCA) on Time.
- ◆ Tracking and monitoring progress of TT raised by Reliance regarding OSS assurance product TeMIP, UCA, UOC of Alarm, TT related issue for faster solution, presenting status to Reliance management on weekly basis.
- ◆ Preparing and presenting weekly and monthly reports to clients.
- ◆ Troubleshooting and coordinating with EMS team regarding alarm Trouble ticket and performance report related issue at EMS End.
- ◆ Coordinating with Reliance client and HP Worldwide support team to get resolution for TT on Time.
- ◆ Managing team of 5 members working on Reliance OSS Assurance related case.

OSS - EMS Application Support Manager – Reliance Jio Infocom Ltd

Duration - 2 Feb-2015 to 16th Nov-2015.

Role and Responsibility:

- ◆ Managing, monitoring OSS Assurance application TeMIP, MYCOM, NNMi, HPSM and providing L1 technical support.
- ◆ Troubleshooting Alarm and performance data issue at Samsung EMS, Ceragon, NEC NMS. Administration of Ceragon, NEC, Samsung LSM server and Application, integration of Samsung LTE equipment with HP OSS TeMiP system.
- ◆ User administration. Mapping and testing of users with PIM. PIM is privilege identity management product for providing single sign on facility to users.
- ◆ Leading team of 7 engineers working in 24*7 to monitor Samsung EMS server and HP OSS server and their applications.

OSS Application Support Manager – Essjay Ericsson Pvt Ltd

Duration: 1 Dec-2014-31 Jan 2015.

Client: Reliance Communications Ltd.

Role and Responsibility:

- ◆ Integrating EMS with OSS service assurance application.
- ◆ Managing Incidents / Service Requests/User Access Requests End to End and associated activities within agreed SLAs Performing routine checks and preventative application maintenance.
- ◆ Managing Application Support day-to-day activities 24x7x365 for the OSS /NMS service assurance applications to always ensure OSS /NMS applications availability 99%.
- ◆ Keeping track of escalated cases from customer and associated reason for outage to analyze root cause to maintain high uptime.
- ◆ Manage / coordinate SLAs with NMS development Unit and operations outsourced partner.
- ◆ Manages relationship with outsource operations partner for NMS, ensuring service delivery and customer satisfaction.
- ◆ Attending weekly meetings with our vendor TEOCO as well as customer for open issue discussion & preparing report for same.
- ◆ Managing User Access Requests End to End and associated activities within agreed SLAs Performing routine checks and preventative application maintenance. Preparing user access document.
- ◆ Implemented RBAC (Role Based Access Control) for all Applications and Network Elements used in Wireless Operations.

OSS Application Support engineer (Lead) - Alcatel-Lucent Managed solution pvt Ltd

Duration: 1 April 2013 to 30 Nov 2014.

Client: Reliance Communications Ltd.

Role and Responsibilities:

- ◆ Integrating EMS with OSS service assurance application.
- ◆ Managing Incidents / Service Requests/User Access Requests End to End and associated activities within agreed SLAs Performing routine checks and preventative application maintenance.
- ◆ Managing Application Support day-to-day activities 24x7x365 for the OSS /NMS service assurance applications to always ensure OSS /NMS applications availability 99%.
- ◆ Keeping track of escalated cases from customer and associated reason for outage to analyze root cause to maintain high uptime.
- ◆ Manage / coordinate SLAs with NMS development Unit and operations outsourced partner.
- ◆ Manages relationship with outsource operations partner for NMS, ensuring service delivery and customer satisfaction.
- ◆ Attending weekly meetings with our vendor TEOCO as well as customer for open issue discussion & preparing report for same.
- ◆ Managing User Access Requests End to End and associated activities within agreed SLAs Performing routine checks and preventative application maintenance. Preparing user access document.
- ◆ Implemented RBAC (Role Based Access Control) for all Applications and Network Elements used in Wireless Operations.

OSS/EMS Application Support (Lead) - Reliance communication Ltd

Duration: Jan 2010 to March 2013.

Product: TEOCO OSS FaM, PMM

Role and Responsibilities:

- ◆ Managing Application Support day-to-day activities 24x7x365 for the OSS /NMS service assurance applications to always ensure OSS /NMS applications availability 99%.
- ◆ Involved in upgrade of OSS /NMS from Sybase to oracle, ATP & roll-out of same and help L2 team find root cause or recommend.
- ◆ Manage a team of 12 engineers in 24*7 shifts and act as point of escalation.
- ◆ Keeping track of escalated cases from customer and associated reason for outage to analyze root cause to maintain high uptime.
- ◆ Manages relationship with outsource operations partner for NMS, ensuring service delivery and customer satisfaction.
- ◆ Manage / own all IT O&M NMS issues, whether app support, database or infrastructure to closure.
- ◆ Attending weekly meetings with our vendor TEOCO as well as customer for open issue discussion & preparing report for same.
- ◆ fault management module. Analyzing performance report retrieved from Netrac application in depth & ensure performance report must have all the KPI available as per EMS.
- ◆ Administration of Fault management module includes to ensure FAM applications well availability for costumer to check the alarm of their network also user can perform their action on respective alarm. User actions like acknowledgement, clearing of alarm also they can receive automatic notification such as SMS.
- ◆ All basic UNIX operation. Required for bringing processing data to application server such as creation of hard & soft link, setting environment, adding generic in cron, refreshing resource group & many more. Done live upgrade of sun server from Solaris 10 update4 to Solaris 10 update 9.
- ◆ Work on Sybase database: all basic DBA operation such as health check of database managing database logs, creation of tables in database, running reorg.

OMC-R Manager - ZTE Telecom(I) PVT Ltd from

Duration: Aug 2009 to Dec 2009

Roll & Responsibilities:

- ◆ Planning, Managing & monitoring core & Ran part of Network.i.e. MSS & BSS.
- ◆ Done Physical Configuration, office configuration of MSC & BSC by according to the ODD given by customer (MTS) by instructing ZTE Team.
- ◆ Done E1 testing, call testing, CDR Validation & A.T (acceptance test) with Deferent operator like BSNL, MTNL, RELIANCE, Idea, TATA, Vodafone, and AIRTEL.
- ◆ Fully responsible for O & M for MTS Mumbai project.

EMS Technical Support Engineer NNOC. (CDMA) - Reliance Communication Ltd

Duration: Aug 2004 to Aug 2009.

Roll & Responsibilities:

- ◆ Provide 24x7 support for APG40 (Ericsson).
- ◆ Administration and maintenance of all APG40 servers. Which is O & M platform for AXE 810 Ericsson GMSC which includes login administration, file system management, system backup and restore, application-level software upgrade for e.g., CDR file size increase. Done OS live upgrade of sun server.
- ◆ Update the system with Installation of recommended patches from Ericsson. Assisting in troubleshooting problems related giving power cycle to node. Recreating RAID, Defining STS, Backup.

Switch Deployment Engineer/Team Lead - Nutek (I) PVT Ltd

Duration: Sep 2001 to Jul 2004.

Client: Reliance Infocomm

Role & Responsibility:

- ◆ Installation and planning of MDF termination, which takes care of Subscriber cable, Alarm cable and miscellaneous cables.
- ◆ Termination of E1 to DSX block.

- ◆ Set up Diagnostic test and Maintenance of all E1 links with other sites.
- ◆ Provide support and solution to the Integration Engineers (5ESS and ECP) when there's a suspected installation or hardware problem.
- ◆ Co-ordinate materials needed to complete installation with proper group.
- ◆ Perform Installation, Acceptance and Commissioning procedures with customer.
- ◆ Provide Operation and Maintenance (O& M) support to customers.
- ◆ Installation of Lucent 5ESS CDMA Switch in Mumbai.

Educational Qualification

- ◆ B.E. (Electronics) From Terna Engineering College, Mumbai University
- ◆ Diploma in Industrial Electronics from Terna Polytechnic, B.T.E. Maharashtra
- ◆ SSC (10th) from Maharashtra State Board

Technical Skills

Telecom

- ◆ Knowledge of basics of Networking, Network layers.
- ◆ Good Knowledge of GSM & CDMA Call flow (2G)
- ◆ Good Knowledge of Lucent MSC, BSC, BTS (2G)
- ◆ Good Knowledge of Huawei M2000, ZTE Net Numen (EMS)
- ◆ Good Knowledge of LTE (4G) architecture components (eNodeB, MME, S-GW, HSS, P-GW, IMS) , interfaces and call flow
- ◆ Good Knowledge of SS7 signaling system.
- ◆ Sound Knowledge on SS7, ISUP, SCCP, TCAP, MAP, WIN, CAMEL & Network Call Flow
- ◆ Good Knowledge of SevOne NMS administration

Software:

- ◆ Knowledge of UNIX & Solaris. & Sybase database, MySQL
- ◆ Knowledge of writing SQL query for analyzing issues.
- ◆ Knowledge of using Sybase & oracle database.
- ◆ Knowledge of MS office.
- ◆ Tools: Secure CRT, super query, DB Artisan, BOXI, SQL, NetKT, Tivoli Netcool, ITSM

Training Certification:

- ◆ TeMIP Fundamental and administration training by HP product team.
- ◆ CDMA overview lucent technology.
- ◆ Telos (soft switch) overview.
- ◆ SA 100(Solaris administration first part).
- ◆ PL/SQL
- ◆ MSS CDMA 3G Training ZTE
- ◆ TEOCO Service assurance administration.
- ◆ TEOCO FaM administration certification.
- ◆ Tivoli Netcool & ITSM administration.
- ◆ SevOne NMS

PERSONAL DETAILS:

- ◆ Date of Birth : 2nd August 1977.
- ◆ Languages Known: Hindi, English and Marathi.

- ◆ Place:
- ◆ Date:

(Mahendra R Dube)