SRINIVAS KONTETI

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PROFILE OVERVIEW

Exceptionally organized, result oriented, highly effective and self-motivated executive professional with 20+ years of Consulting and Industry experience. Extensive experience with proven IT Leadership and Management experience boosting productivity and bottom-line through effective management of projects, personnel resources and leadership skills. A well-seasoned professional with achievements ranging from strategic consulting, technical direction, defining and standardizing process, managing offshore/onshore teams, risk management, establishing governance, budget management, defining operational standards and methodologies, strategic planning and business development.

AREA OF EXPERTISE

- Strategic Planning and Leadership
- Cross-Functional Team Leadership
- Project Portfolio Management & Strategy
- Project Planning, Prioritization and Execution
- Cable MSO/Telecom Industry Thought Leadership

- Client Relationship and Business Development
- Cognitive Care, AI/ML, Blockchain, Cloud, Big Data
- Onshore/Offshore Service Delivery Management
- OSS/BSS, SaaS, Managed Services, RPA, BPO/BPS
- Telecom OSS/BSS, Transformation, Service Delivery

EXPERIENCE SUMMARY

- Account Executive with extensive experience in Consulting and Service sales & delivery for the top tier Telecom and Cable clients, services include Consulting, Billing Migration and Transformation, Provisioning consolidation, BPaaS, BPO, Customer Experience transformation, establish Testing Center of Excellence, People, Process and Technology improvements. The services were primarily related to proven prior experience leveraging trusted client relationship both at the C-Level and SVP level.

- Experience in leading and delivering large scale Professional Services and Consulting Engagements, managing portfolios and resources, negotiations with key business/client stakeholders, presenting vision, managing risks, P&L responsibilities, all leading up to achieving key business goals and objectives

- Extensive experience in Residential and Commercial Cable MSO and Telecom Enterprise Product Catalogue, Billing, Customer Care and Provisioning system integration, migration and consolidation programs.

- Experience in leading and managing Cloud/SaaS solutions, OSS/BSS Enterprise Architecture and Go-To-Market strategy, deep experience in Scrum/Agile, Microservices and DevOps methodologies, experience in developing applications on SaaS/Cloud solutions using REST API's/SDK.

- Partnered with Business/Client PMO, Engineering and Operations in defining and strategizing new product features & initiatives and participated in executive steering committee in project prioritization. Successfully led several BSS/OSS, ERP and BPM Product Development and Architecture teams to support existing and new business initiatives.

- Expert in mapping and implementing Lead to Cash business process flows, Enterprise Product Catalogue Integration with BSS and OSS systems, Order Orchestration, Product and Service Specification mapping and Service fulfillment.

- Experience in leveraging TMF's Framework (such as eTOM, TAM, SID and TNA) and Business Architecture frameworks (TOGAF) for various enterprise architecture solution. Have experience on various CRM, Billing and Provisioning products (such as ICOMs, CSG, BSCS, Granite, Oracle AIA, BRM, OSM, ASAP, UIM & CRM, Metasolv, Sigma, Visionael, Conceptwave, and Amdocs Clarify) and integration with legacy systems.

EDUCATION

M.S in Computer Science, University of Houston, Texas, USA: 1994 – 1996 (GPA: 4.0/4.0, Dean's list)
B.S in Electronics and Telecom Engineering, Osmania University, Hyderabad, INDIA. 1989-1993

CAREER

•	**Account Partner –** IBM GBS, Communications Sector	Aug 2016 - Current
•	**Consulting Executive** – Capgemini, Communications	Aug 2013 – July 2016
•	**Account Lead** – Accenture, Communications	Apr 2012 – Aug 2013
•	**Senior Manager** - Cox Communications	Jun 2003 - Mar 2012
•	**Professional Services Manager** - Schlumberger/LHS Communications	Jan 1998 - Jun 2003
•	**NMS Engineer** - Ericsson Wireless Inc.,	Aug 1996 – Jan 1998

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PROFESSIONAL EXPERIENCE

Account Partner, M&E   **Apr 2016 – Current**
IBM GBS, Atlanta, GA   **(Consulting/Cable/Media/Entertainment)**

As an account partner for Cable M&E clients I am responsible for Professional Service Delivery, Account Management, Client Relationship Development, Business Development, Consulting Sales and Service delivery in the areas of Artificial Intelligence, Machine Learning, Robotics Process Automation, Cloud, Cognitive Care, Customer Experience, Blockchain and Agile DevOps offerings. Led Blockchain, Cognitive Care and BPO sales & service proposals in optimizing client's business processes, reducing contact centers cost, bringing efficiencies and improving customer experience.

My responsibilities also include managing & growing consulting services both to the existing clients and open a new logo. Led and opened a new logo with a first of a kind multi-year and multi-million dollars contract BPaaS outcomes based gain sharing model in automating, simplifying business processes and optimizing the Customer Experience for a large Telecom/Cable organization with a cost savings of $15-20M YOY leveraging both Technology (Watson) an BPO.

Consulting Executive, HTEC   **Aug 2013 – Aug 2016**
Capgemini Consulting, Atlanta, GA   **(Consulting/Cable/Media/Entertainment)**

As a Professional Services Executive, consulted senior client executives to develop a relationship based on trust through business partnership with deeper understanding of the client challenges, requirements, strategies, vision and the overall needs of their business. Led Agile Microservices and OSS/BSS transformational program with a focus on performance goals that drive business and technical solution sets. Developed strategies, initiatives and remedies to align technology solutions with business needs and objectives through design engagements, planning workshops and executive briefings.

- Took the responsibility of the Charter account when the customer satisfaction was a major challenge, and completely turned around customer satisfaction within a span of 30-60days focusing on client perceived issues and client perception.
- Account executive for Charter Communications responsible for 50% Sales and 50% Service delivery, and managed $20M contract. I directly interfaced with CIO of Charter Communications in defining strategy, OSS/BSS roadmap and M&A activity.
- Responsible and accountable for Charter account services growth and implementation of Next Generation Provisioning platform development and support, successfully migrated 6+M residential Triple Play (Data, VoIP and Video) products and accounts from their legacy Sigma system to Next generation flow through provisioning platform (based on Oracle's RODOD solution) with less than 4% business fallout rate.
- Led Charters Enterprise Business customer transformation from their legacy platform to Next generation flow through provisioning platform, with a goal to improve Lead2Cash business service from 90days to 30days.

Account Lead, BSS/OSS Application Architecture   **Apr 2012 – Aug 2013**
Accenture, Atlanta, GA   **(Consulting/Telecom/Wireless/Cable)**

Account Lead for Cable and M&E clients, led consulting engagements, delivery services include OSS/BSS infrastructure, design, development, testing and delivery of the OSS/BSS applications and services
Accenture is a leading OSS/BSS Consulting company providing Strategy, Consulting support and Products & Services for leading telecom/wireless/Cable and other related industries.

- Led the sales proposal and played a key role in winning the multi-year and multimillion dollar project ($150M) for application development outsourcing opportunity. Assumed a shared P&L responsibility. Hired and managed a team of 110 people (Onshore/Offshore/Near Shore), supporting Cox's OSS development work effort as part of their Next

Gen OSS deployment effort. Created a team reporting structure and the client interface model. As part of this engagement I worked closely with VP of OSS Development from Cox.

- Worked closely with the Cox Senior leadership in managing client expectations, risk assessment & management, service negotiations, defining multi-year roadmap planning, resource allocation and budget.
- Led Cox Personal Video Enhancements design and development efforts for Cox's next generation small screen video enablement on iPhone, Andriods, iPADs and second remote control management of video devices.
- Managed and Delivered Cox's Digital Cable Remote Management system for remote management of the Settop box, DVR and Home Security & Monitoring system via web browser and Mobile phone applications.
- Responsible for setting up Software engineering (Agile/Scrum) Methodology & Design Frameworks as part of the Accenture delivery program.
- Responsible for Implementing Cox Video Middleware, Cox Mobile Connect and Cox Home Security and Monitoring system using Spring AOP/Integration, Hibernate frameworks over CAMEL ESB.

Sr. Technical Manager, OSS/BSS Development   Jan 2003 – Mar 2012
Cox Communications Inc., Alpharetta, GA   (Cable/Telecom)

Overall responsible for managing BSS/OSS systems, such as Billing (ICOMs), Provisioning and Activation (Sigma Systems and Service Broker) services working with Business and IT organizations.

- Managed both internal and external resources to support Wireless business requirement analysis, design, development and delivery. Hired and managed resources, created an organization structure to support the business requirements for various Wireless Business Processes.
- Partnered with Business/Clients, PMO, Architecture and Operations in defining and strategizing new Wireless features & initiatives and participated in executive steering committee in project prioritization.
- Managed team of Solutions Designers/Architects responsible for design solutions based on business/functional requirements working with Demand Management/PMO, Development, Engineering and Operations. Solutions Designers would work with development, product vendors as well as product development as necessary to align with the business goals and roadmaps.
- Managed and implemented Service Virtualization & End point simulation system using iTKO Lisa tool which saved Cox close to $2M dollar in operational costs. Leveraged this tool as an automated testing for Middleware Unit Testing and minimized the defects with an end result of better quality code, cost-effective and faster time to market. Below is a link to Cox Wireless Case Study published on CA Site:
  http://www.itko.com/resourcesdocs/iTKO_CaseStudy_CoxWireless_Feb2011.pdf
- Managed budget, personnel decisions such as interviewing & hiring for new positions, task/project distribution to staff, tracking vacation, reviewing performance, and making recommendations for promotions/transfers, onshore/offshore resource allocation & management.
- Streamlined SDLC process by aligning to Enterprise Portfolio Management process, with various phase gate reviews from requirements all the way to delivery. Also automated unit test cases using QTP/ITKO tools in development which optimized "time to build" and improved the code quality.
- Designed business processes Order to Bill, Order to Activate, Central Order Management, Order Orchestration, Wireless Number Management, Number Portability, Dunning, Activation and Provisioning flows as part of the Cox Wireless OSS/BSS solution design.
- Responsible for overall management and technical direction of Oracle AIA/SOA Middleware development, special focus on Middleware Integration with various heterogeneous OSS/BSS systems such as ICOMs, CRM, Billing/BRM, ERP/SCM, IVR, OSM, Metasolv (M6)/UIM and ASAP systems and external 3rd party systems aligning to eTOM/TOGAF model.
- Partnered with the PMO on business initiated projects by defining concept, reviewing business/functional requirements, high level design documents, proof of concepts/prototype, detailed design document and eventual product development and Implementation.

- Managed, Streamlined and Automated the OSS/BSS build, package and deploy process with SVN version control system, this has improved overall code quality with high consistency.

Professional Services Manager, OSS/BSS (BSCS)   Feb 1998 – Jan 2003
LHS Communications, Atlanta, GA   (Telecom/IT)

- Responsible for P&L for the Professional services group. Managed E2E service delivery surrounding Tier-1/2 OSS/BSS Implementations, Billing/Rating/CRM/Provisioning/Activation Performance Tuning, and Capacity Planning and Migration efforts.
- Responsible for preparing proposals, Statement of Work and actual implementation & execution of the on-site consulting services (associated with the OSS/BSS application implementation and services around it). These services generated consistent revenues upwards of 3-4 million dollars per annum.
- Professional services group is a liaison between Customers and LHS OSS/BSS application development on customer issues and delivered the efforts with success. The overall objective is to focus on the customer's perceived problems/issues and resolve those through either project guidance or actual modification to the environment.
- Delivered over 30 OSS/BSS professional services projects in North America, Latin America and Asia Pacific regions in 4 years' time frame and generated revenues above expectations, mostly under high client pressure situations resulting in extreme customer satisfaction.
- Standardized the methodology in the definition and refinement of the tools and processes that the Services Team used to analyze customer environments. The tools are analyzed for effectiveness in monitoring the BSCS environment as well as for cost of use. This process is documented into a methodology that can be repeated for any customers in Telecommunications markets.
- Managed the BSCS installation projects for Schlumberger/LHS clients. Assisted in sizing the BSCS Oracle database and implementation of BSCS for Schlumberger clients.

Network Management Systems Engineer, OSS/BSS applications   Aug 1996 – Jan 1998
Ericsson Wireless Inc., Richardson, TX   (Wireless/Telecom/IT)

- Led Ericsson's Billing Gateway and Service Order gateway products interfacing with the Ericsson's Radio Network Elements (RNE) for Tier-1 clients in America' such as PowerTel (T-Mobile), Sprint, NEXTEL International and Omnipoint.

TECHNICAL PROFICIENCIES

- **Development/Architecture Framework**: Microservices, Kubernetes, Kafka, Akka Scala, Mesos, Spark, Python, R, NodeJS, Spring, AngularJS, AJAX, Hibernate, Apache Beehive, eTOM, TAM, ITIL, TOGAF, SID, SDP, NGOSS,SOA
- **Big Data/Business Intelligence**: Apache Hadoop, Data Lake, Behive Pentaho, Tableau, MongoDB, Cassandra
- **Configuration Management:** GITHub, Stash, Bamboo, Artifactory, Jenkins, Jira, GreenHopper, Gradle, Crucible,
- **Web Services:** SOAP, REST, AJAX, UDDI, WSDL, XMLspy, JSON
- **Web App Servers:** Weblogic, Websphere, JBoss, .NET, C#, Resin, Oracle OC4J, J2EE
- **Integration/Middleware Technologies:** EAI, BPM, ALBPM, EBXML, AQ, MQ, JMS, JCA, File Adapters, FTP Adapters, SOA, BPEL, ESB, Business Rules, REST, SOAP, WSDL, B2B Services, WebMethods
- **Programming Languages:** Andriod & iOS SDK,Java, JSPs, EJBs, Servlets, JNDI, JMS, XML, XSLT, HTML5, C++, C, SQL, PL/SQL, Perl, Unix shell scripting (awk, sed, tkl, expect), Ssh, Ksh, Bash
- **Databases:** Cassandra, Oracle, MySQL
- **Applications/Systems:** AIA, SOA, Middleware/EAI, CRM, BRM, M6/UIM, OSM, ASAP, BSCS, QPass, Clarify, Sigma Systems, Mediation, iTKO Lisa, WebMethods, OpenLDAP, ICOMS, Sigma's Service Broker, Cramer.
- **OSS/Networks:** Netcool Suite, DOCSIS3.1, CMTS, eMTA, TelePresence, Broadsoft, Cisco BTS, Nortel DMS/CS2K, SNMP, MPLS, DHCP, TCP/IP, IPAM, SIP, SCP, SONET, ATM, OSPF, BGP, EIGRP

Certifications
Cisco Certified Network Associate (CCNA), Cisco Certified Design Associate (CCDA)

Six Sigma Green Belt Certified