



# MADHU M.NAIR

Business manager, Project Management, Telecom Operations,  
Software Services , Digital Transformation, Managed Services,  
Security, Process

## CONTACT

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## PROFILE

Operations & Service management professional with 20 years of industry experience with special focus in achieving customer centricity.

Qualified in setting up operations of CT, Quality and Security operations. Experienced in industry best practices & process frameworks like TMForum, ITIL, eTom, MSUP, Agile methodologies.

Expertise in telecom technologies involving FTTx , GPON, SDH & DWDM Transmission, Solution preparation, planning, deployment, optimization , O&M, customer management.

Experience of Information Security Management System (ISMS ISO 27001) Business Continuity Management System (BCMS ISO 22301), Client data privacy management, General Data Protection Regulation (GDPR), Data Protection Act (DPA), Information security best practice, process, governance & implementation.

Experience in program management of infrastructure and service management.



## WORK EXPERIENCE

### Codea Technologies Inc, CMO & VP

08/2021-

#### Digital Transformation Software Solution , Managed Services

- Planning, developing, implementing and monitoring the overall business marketing strategy.
- Create value , Brand management.
- Unique and customised solution to clients to meet digital transformation requirements.
- Market research , market communication.
- Product management, Introduce new business regions.
- Competitor monitoring & Pricing strategy.
- Partner collaboration , Vendor management.
- Client relationship & Customer success management.
- Set and monitor the business goals.
- Heading the Sales and Marketing.

### AI Village Research Labs Pvt Ltd, General Manager

01/2021-05/2021

#### StartUp Venture promoting Incubation and Startup creation in Artificial Intelligence & Cognitive Science, Training , R&D

- Leading the company to setup a brand value of its own.
- Heading the Sales and Marketing.
- Crafting strategies for all Marketing teams, including Digital, Advertising, Communications and Creative .
- Setting, monitoring and reporting on team goals.
- Design branding, positioning and pricing strategies.
- Identify opportunities to reach new market segments and expand market share.
- Maintain investor relationship and report the progress on timely manner.
- Maintain and ensure adequate technologies and product knowledge to the sales force, tele-calling and digital marketing teams.
- Ensure the technology teams are up to date and contents are updated.
- Contact clients for order closure and after sales service.
- Attract investors to invest into startup ventures.
- Setup of AI & cognitive labs in colleges.
- Evaluate the readiness of product to be launched.

### Huawei Technologies Ltd, Senior Manager

02/2009-09/2020

#### Security Lead (Global Service Center- India)

Security lead of "Service Experience Consulting & Service Integration (India GSC)"

- GSC Threat management for complying security requirements laid by HQ & Client.

Recently gathered knowledge in Artificial Intelligence, Machine learning, Deep learning, Business Intelligence, Cognitive Science, Data Science, Printable intelligence, Brain Computer Interface,

Specialized in Process, Tools, NOC transition & migration, NOC setup, SOC operations, IT infra requirement management and deployment, Resource optimization, Business intelligence(BI), Automation (RPA) projects, Consulting, Customer delivery & delight management, MSSP setup.

Achieve quantitative and qualitative target to ensure continued success and growth of the business unit with client satisfaction.

## CORE COMPETENCIES

Produces measurable results

Risk focused

Excellent written and verbal communication

Security and business objective alignment

Builds strong partnerships

Organizational leadership and teambuilding

Agile & Scrum management.

Achieves objectives with integrity

## OBJECTIVE

To work and grow in a highly focused and motivated environment, committed to achieve the set objectives by developing personal and inter-personal skills.

## PRODUCT SALES EXPERIENCE

### Digital Transformation solution, ERP

(Retail, Hospitality, Logistics, Education, Healthcare, Banking & Insurance, Media, Manufacturing, Automotive, Real-estate, Customer support center)

**CRM, Cloud & SaaS products, Customer Apps & mobile apps., IoT, A.I., Block chain, Managed Services, SOC, NOC, RPA, Staff Augmentation, Kiosks, POC.**

- Threat modelling, Risk assessment, Governance & Compliance .
- Set up of SIEM, Event monitoring team with 24x7 coverage.
- Automation rules, Correlation and fine tuning of inputs.
- Resource optimization and load balancing with other GSCs.
- Comply with endpoint security. (AV, Patch, DLP, NAC, AD, Email Filtering, Phishing checks).
- Monitor infra security (FW, IPS, IDS).
- Maintain IAM & SSO for GSC production network.
- Setup controls for ensuring data security, prevent data leakage, customer data confidentiality.
- Comply with various data regulations like DPA, GDPR.
- Monitor usage of illegal software & EAR software.
- Application security, vulnerability testing on internal developed tools.
- Comply physical security, Access management, Surveillance,
- Conduct regular security awareness for new joiner & existing employees & managers.
- Regular compliance audits of department members.
- Automate the user PC audit.
- Comply security during employee onboarding and offboarding.
- Ensure valid customer authorization & data processing agreement for offshoring projects.
- Ensure proper data disposal & data encryption standards.
- Elevated dept maturity level from L3- L2 (2019-20).

### Security Competence center -Quality and Security at Huawei HQ China.

- Individual assignment of developing global ISMS process, Global Security Policy, Data Security and Privacy plan, ISMS Toolkit, Checklists & templates for all the GSCs worldwide.
- Perform research on guidelines and objectives on modern security approach.
- Self-developed tools & Automation security risk assessment and audit.
- Support GSC to implement Information Security Management System (ISO27001), Business Continuity Management System (ISO22301).
- Train the security SPOCs from all GSCs on ISMS & BCMS for certification enablement.
- Preparation and guidance for external audits and certification.
- Support EU GSC for GDPR compliance.
- Setting up benchmarks for IT, Network, SOC & Physical Security.
- Enhance the efficiency of SIEM, Vulnerability management,
- Prepare teams for 5 Types of Audits process
- [Internal Assessment, Company Assessment, 3rd Party Audits, Customer Audits, Penetration Test.]
- Set up audit criteria for ISMS, BCMS & regulatory compliance (GDPR, DTA) for offshoring model.
- Perform Project level process compliance, Security audits, analyse gaps from audits and spot checks.
- Prepare and mentor teams to comply with standards & process.
- Prepare security awareness sessions, audit test results & work licenses.
- Prepare & conduct governance sessions periodically.
- Perform risk assessment and drive mitigation plan, provide consultation and solution to client / project requirements.
- Implementation of Data Security & Privacy model and Client security requirements.
- Project management for security implementation for new GSCs.
- Project management for setting up Business continuity management model for GSCs.
- Set up weekly standup call & Monthly security operations call with all global security officers (CSO).
- Provide security value addition during client visits & presales security consulting.
- Prepare security artefacts & awareness campaigns.

### SWAT Lead – Operations & Service Delivery

E2E Management for migration and offshoring managed services projects to GNOC.

- New NOC build project. Setup process, tools, infrastructure, communication, display, convenience.
- Setup E2E project plan, transition, transformation, implementation of process, tools & OSS
- Design, customize & set up process like Incident, Change, Problem, Service desk Management etc. based on ITIL, MSUP framework.
- Setup KPI, SLAs, MTTRs, reporting templates. Review and improve periodically.
- Operate & stabilize new projects in the GNOC.

## ONSITE ASSIGNMENTS:

United Kingdom , South Sudan, Tchad , Bahrain , South Africa, UAE, China.

## TOOLS/APPLICATIONS

Splunk , Tipping Point,

Ant Robot, UIPath

Power BI

Business Objects.

Sharepoint 2010

MS Project

DLC UTstarcom , DSLAM - Huawei

SDH / DWDM - Nortel TNxx, Ciena

OME , CPL , ECI, Alcatel, Telabs,

DSLAM, Ceragon UBR, Siemens

WalkAir, Huawei (OSN 6800 , 8800, RTN,

ATN), Motorola Wimax,

Symetricom/TimePictra , Aviat,

Cambridge , NEC ,

Huawei : BTS BSC, RNC, M2000, U2000

Cisco 3400 3550 3750, 7609. IAD.,

NMS- iNetman , iManager ,

Inovomedia , OSS clarity, Exceed ECI,

Preside-Nortel, GoGlobal-Alcatel,

Tellabs, U2000 , Timepictra, Solarwinds ,

PRTG, Sandvine , Provision , Vectastar ,

PNMSj

OSS: Clarity & Metasolv , Cramer

Circuit manager , HP OV, MOS , SDM ,

FM, Netcool , ACC.

Trouble ticket: BMC remedy- ITSM ,

TTMS , iCare, Crestel

SAP

NMS / EMS , OSS Clarity & Metasolv ,

SDM , WFM, iHub.

Agilent Spectrum analyzer

Bird & Anristu Sweep/VSWR

measurement, RF Power meters

E1 testers , BTDR , optical Power meters

GPS , GIS – ArcGIS, Telcordia,

AutoCad 2000 (map), Mapinfo

## ACHIEVEMENTS:

- Future Start award – 2018, 19, 2020.
- TM forum certified Business Development Manager, Transformations manager. Framework, Business Process Framework (eTOM), Information Framework (SID), Application Framework (TAM) Foundation Level
- Project management certification (Huawei 43210 approach)
- Future star award & Monthly star awards
- Huawei Gold Award for the Year 2013.

- Support to setting up local onshore MS team members.
- Identify and dimensioning of field staffs.
- Budget management to meet business case and project financials.
- Build healthy working relationships between local teams of field & infra with the GNOC teams.
- Transition of Tools, vehicle, spare management for local MS transition.
- Implement Workforce management system, Ticketing system and Automation.
- Set up continuous improvement, competence development & quality within the projects running in GNOC.
- Managed pool of domain experts & buffer team for emergency requirement in GNOC operation. Team size 16 .
- Conduct regular process audits & suggest corrective actions.
- Achieve KPIs set by customer for frontline.
- Resolve network issues within SLA. Ensure higher service availability.
- Provide RCA & RFO and on time support to customer and local MS team

### Achievements as a SWAT Leader

- Successful Project Transition & Migration: 3UK , Zain-South Sudan , Airtel-Tchad, MenaTelecom-Bahrain, MTN-South Africa, Vodafone-Qatar, CTN-Macau, MTS-India(UP), MTN-Transmission Project, MTN LDI(Multi Country).
- Due diligence: Telkom-SA, Vodafone Germany P&E , Vodafone Australia P&E , MTN long distance International .
- Successfully implemented automation in VFQ & MTN\_SA projects.
- Successfully completed Project managing for operation readiness & shifting GNOC to New campus.
- Individual contribution: Setup new SharePoint web space for document management system, adding secure data access , SOD. This is still being used as the central repository for operational data , ISO audits etc.

### Transmission Lead – NOC [2012/09 – 2014/03]

Initial responsibilities include setting up of NOC team members, recruitment, setup of GNOC process & office infrastructure for the 1<sup>st</sup> MS project.

- Successfully completed the Transition & Transformation, KA,KT from UK to India GNOC.
- Setting up the entire Transmission team in GNOC FO.
- Setting up process , WLAs , SLA targets with Vendor & customer.
- Perform DD & KA sessions
- Compete KT to on-boarded members & complete a successful hot cutover.
- Working on operational issues & event monitoring.
- Incident management within agreed SLA.
- Closure of pending handed over cases.
- Handle Change, Problem, Release, Spare management.
- Field team management for onsite activities.
- Coordinate & Schedule Preventive & periodic maintenance.
- Coordinate with TAC, TPs, LL providers & OPCOs related to changes & fault handover.
- Setup Incident bridge with the IM team for P1,P2 events.
- Flashing of Incident & SLA reports.
- Develop job-aids & KEDB for operation team.
- Input and Participate in review meetings with client & front ending teams.

### Account Manager (BSNL Phase-5 Kerala Circle) [2011/07 – 2012/08]

- Building good relationship with Customer.
- Understand new requirements & generate new business.
- Pre-sales support. Promoting complete bouquet of Products & Services offered by Huawei to Maximize Sale to Key Account.
- Generate revenue. Achieve collection targets.
- Track order to cash. Track invoicing, Follow up for payment.
- Understand customer issues and requirements & feedback to management.
- Support Project team for new site list, Issue addressing.
- Organise High Level Meeting with Top Management & customer.
- Interface with Project, Product, R&D teams for addressing customer concerns.
- Improving the customer experience and creating a sustainable market presence with focus towards the goal of the organization.

- Deploying GNOC share point webspace. Implementing single seat based work matrix
  - Roster automation, report automation.
  - Successful transition of Zain South Sudan , Airtel Chad Projects to GNOC
  - Successful transition of 3UK transmission domain to GNOC.
  - Best Yellow Belt 6Sigma project for continuous improvement.
  - Completion of on-time Planning of BSNL Phase5 Project.
  - First to complete Payment Collection on time & achieve Business Target.
  - Consistently earned Competent rating on performance evaluation.
  - Has developed web based intranet portals using ASP/HTML & VB based programs for departmental data management, work/project management, & MIS at Reliance.
  - Prepared analysis tool for monitoring team efficiency & to improve the SLA for order management while working at Bharti Airtel , The same was well appreciated .
  - Optimised NOC operations by reallocating resource to bring in cost effective solution.
  - Prepared transmission plan for over 2 phases of CDMA /GSM Rollout.
- Provided cost effective solution for high value connectivity with in SLA.
- Ensured 99.99% network availability.

## HOBBIES

Reading  
Art & Craft  
Long Drive  
Watching videos on Creative Idea  
Exploring new technologies

## STRENGTHS

Strong Analytic Skills,  
Team Management,  
Time Management,  
Target oriented & focus driven.  
Adaptation to business needs.  
Customer centric nature.  
Effective Planning & Execution  
Hardworking, Quick Learning,  
Ambitious, Optimistic, Dedicated,  
good-observer, Highly Motivational.  
Effective trainer & mentor.

### Planning and Control Manager (BSNL Phase-5 Kerala Circle) [2009/02-2012/07]

This Project was one of the biggest telecom contracts ever awarded in India, PO value of 4 thousand Crore, & first GSM 3G+2G roll out in India. For adding subscriber base of 9 Million. New Huawei Core setup along with billing ,VAS ,IN, UTRAN, GERAN , BSS, RNCs, OSS

- Overall Project management, Planning and Control
- Prepare Master Plan, Forecast plan, Monitor Daily, Weekly progress, Resource planning, Material planning.
- Identify deviations from target; prepare and execute corrective actions.
- Team Management , Sub-contractor Management, Material Management,
- Coordinate & communicate with customer(BSNL).
- Ensure scope and workable site availability from customer.
- Attain delivery KPIs, Ensure timely delivery of services, Revenue recognition.
- Project Closure , Payment Collection, Material reconciliation.

Trained on Quality & EHS standards , ISO 14001 : 2004 & OHSAS 18001 : 2007

### Bharti Airtel Ltd Chennai Assistant Manager - Traffic Engineering

04/2008–02/2009

- SDH, DWDM - Traffic Management, Capacity Management- Core Collector Intracity rings, Circuit Provisioning & Planning, Disaster Recovery Planning, Proactive Ring /NE upgradation , Order management, NOC operations at centralized location at Chennai NOC. Part of Program Management team. Leading a Team of size 12.

### Reliance Communications Ltd Dy. Manager – Network Planning & Engineering

11/2001–04/2008

Fixed Access – Wireline Last mile (2004/03 - 2008/04)

- Project management, Network planning & deployment, Network availability, QMS.
- Prepare Transmission plan, Splice plans, Nodal Engineering Design (NDD) for SDH, BTS, customer connectivity. Uploading in central KM Server
- OFC, copper planning, LOS survey for MW/UBR point to point connectivity.
- Plan Last Mile access network with DLC, DSLAM, MEN-Cisco, Wireless -UBR, LMDS. etc
- Conduct feasibility studies, Provide feasible solution for Enterprise Highvalue Customers.
- Capacity / KLM management of network. Service order provisioning.
- Capex analysis / budgeting & material management of projects.
- GIS & MAP , land base updating for Fiber routes & active elements , N.E updating.
- Prepare connectivity in OSS.
- Conduct field Survey.
- Manage contractors & staffs.
- Conduct NE acceptance , handover, Quality check & Documentation.

Techno commercial role(2003/01 - 2004/03)

- Incharge of entire technical , commercial , Sales & Marketing operations of a region.
- Appointment of channel partners, Franchisee, Point of sales.
- Improve brand visibility.
- Negotiation & acquisition of commercial space.
- Store construction & modification.
- Sales & Revenue collection boosting.
- Training to dealer staffs.
- Address queries, concerns & issues in region.
- Liaise with OPCOs & statutory bodies.
- Brand good will & Customer satisfaction.

RF Team (2002/10 - 2003/01)

- BTS site selection, Nominal planning. Feasibility study.
- Conduct Sweep & Spectrum Cleanliness tests.
- BTS Installation, Commissioning & Integration.
- Site readiness RFI, RFE.
- Performing Drive tests.
- Site acceptance, Clear AT punch points.
- Material Planning & requisition for site roll out.
- Test calls.

## ADDRESS

1E, Petropalace,  
Hillpalace Road,  
Karingachira,  
Tripunithura,  
Ernakulam Dist,  
Kerala.  
PIN: 682301.

October 11, 2021

### Project Coordination & Control (2002/03 - 2002/10)

- Planning NBB & Collector Rings.
- Coordinate & monitor the fiber roll out & BTS / MCN installation for Kerala.
- Prepare weekly/monthly plans & Targets.
- Coordinate with field staff & top management.

### Project Trainee (2001/11 - 2002/03)

- Wire line project using Spenbury approach.
- GIS map based field survey.
- Data collection for copper planning & cluster formation.

Faculty member – Sprint Computer Education (Aug'01-Nov'01)

Freelance projects & IT support : (Govt PSU) Kerala Water Authority Muvattupuzha.

## EDUCATION

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### **MBA - Sikkim Manipal University**

2003 - 2005

Specialised in Systems & Marketing

### **B.E. – The Indian Engineering College**

1997 - 2001

Affiliated to Manonmanium Sundarnar(MS) university, Thirunelveli,TN.

Branch of study Electronics & Communication Engineering

### **Plus2 – New Indian Model School (Dubai)**

1997

Affiliated to Kerala board of Senior Secondary Education

### **SSLC – New Indian Model School (Dubai)**

1995

Affiliated to Kerala board of Secondary Education

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