



MADHU M.NAIR

BUSINESS MANAGER, PROJECT MANAGEMENT, TELECOM OPERATIONS, SERVICE DELIVERY MANAGEMENT, CYBER SECURITY, TOOLS & PROCESS MANAGER.

CONTACT

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PROFILE

19+ years of industry experience
Operations & Service management.

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

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

AI Village Research Labs Pvt Ltd, General Manager

01/2021-

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 .
- Performance management and coaching.
- Design branding, positioning and pricing strategies.
- Maintain investor relationship and report the progress on timely manner.
- Attract investors to invest into startup ventures.
- Setup of AI & cognitive labs in colleges.

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)" E2E Security operations of GSC department. Audits. Process management. Event management, Threat management for complying security requirements laid by HQ & Client.

- Threat modelling, Risk assessment, Governance & Compliance .
- Set up of SIEM, Event monitoring team with 24x7 coverage. Security automation.
- 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.
- 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.
- 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.
- Self-developed tools & Automation security risk assessment and Audit.
- Implement Information Security Management System (ISO27001), Business Continuity Management System (ISO22301). EU GDPR. Setup GRC model (Governance, Risk & Compliance).
- Cyber security awareness creation within the organisation , workshops & campaigns.
- Train the security SPOCs from all GSCs on ISMS & BCMS for certification enablement.
- Setting up benchmarks for IT, Network, SOC & Physical Security. Enhance the efficiency of SIEM, Vulnerability management.

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

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.

ONSITE ASSIGNMENTS:

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

TOOLS/APPLICATIONS

- Excel, Powerpoint, Access, Visio, Sharepoint.
- MS Project
- Power BI
- Business Objects.
- Ant Robot, UIPath
- Photoshop, Autocad, Mapinfo
- SAP.

- Splunk , Tipping Point,
- NMS- iNetman , iManager , Inovomedia , OSS clarity, Exceed ECI, Preside-Nortel, GoGlobal-Alcatel, Tellabs, U2000 , Timepictra, Solarwinds , PRTG, Sandvine , Provision , Vectastar , PNMSJ

SWAT Lead – Operations & Service Delivery

E2E Management for migration and offshoring managed services projects to GNOC. Build process based on ITIL, eTOM, MSUP. Cost management based on Business case budgeting. Continuous service improvement, CoE. Ensure to maintain KPI, SLA and MTTRs based on contract. Presales & provide add-on sales to MS business. Acquire multivendor & competitor MS business as add-on. Customer business transformation, add values by introducing process & tools. Order management, Ticket management, Incident management, Problem management, Change management. Service desk. Field support, Audits.

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 LD(Multi Country). Telkom-SA, Vodafone Germany P&E , Vodafone Australia P&E .
- 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]

End to End management of setting up of the business process & migrating the operations from UK to ODC. Managing the operations with agreed SLA & OLA. This was the Pilot project to be carried out in ODC model.

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

Revenue recognition, Account receivables, presales, Invoicing, SCM, Product requirement management, Customer delight, Workshops, Liaising, Competitor analysis.

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

Turnkey project management, Telecom(TE) & Infrastructure (CEM), data center.

Material planning , import/purchase scheduling. Vendor management.

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

Bharti Airtel Ltd Chennai Assistant Manager - Traffic Engineering

04/2008–02/2009

Traffic management for long distance (National & International) traffic. DR management, Order management, Service delivery for wholesale data business.

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, Quality Management. Planning OFC network, Wireless connectivity on UBR, MW, LMDS. Service delivery of High value order. Connectivity solution design & fulfilment.

Conduct NE acceptance , handover, Quality check & Documentation.

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

Regional Leader handling Technical, Commercial , Sales and marketing, Customer service.

RF Team (2002/10 - 2003/01)

BTS site selection, Nominal planning. Feasibility study, BTS Installation, Commissioning & Integration. KPI improvement. Site acceptance.

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

National Fiber network rollout & Data center project management. MIS, project progress meeting with national steering committee.

Project Trainee (2001/11 - 2002/03)

Wire line telephony project Last mile planning, GIS map based survey..

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

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

- 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 , VSWR Site master: Bird & Anristu ,RF Power meters , E1 testers , BTDR , optical Power meters.
- GPS , GIS – ArcGIS, Telcordia,

HOBBIES

Reading
Art & Craft
Long Drive
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.

ADDRESS

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

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.
 - 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.

EDUCATION

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