

# Subhadeep Sengupta CSM, PMP, PRINCE2, PMI-ACP, SAFe-AGILIST

Project and Transformation/Transition Management at Optus

subdp10@gmail.com

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## Summary

I am a technology Delivery leader with a proven track record in planning, developing, delivering, implementing and supporting multiple, complex business and technology solutions.

I am currently working as Program Manager for the Northern Territory Australian Government and handling several ICT Transformation projects in Darwin.

My previous role was Principal Project Manager at Nokia and I handled several ICT projects of applications development, infrastructure, cloud, digital data, migration and systems integrations.

I have:

15+ years experience in Telecom and ICT domain with 10+ years of rich experience in Project Management, Scrum Master, Product development Management, Program Management, SDLC management, end to end Delivery Management and system integration of ICT and Telecommunications solutions such as:

Prepaid mobile Rating, Charging, Billing, Policy, Data charging and diameter/LTE networks,  
Mobile Applications,  
Digital payments interface,  
UX and CX development and delivery for Digital Data  
Splunk for Business Intelligence,  
Web services and modules for Digital data,  
Web user interface development,  
Virtualization Infrastructure's data migration of services and customers,  
Cloud and Datacenters,  
Network Functions Virtualization (NFV),  
Software Defined Networks (SDN),  
OSS, BSS  
Business Intelligence (BI) applications using Splunk dashboards

for Tier-1 customers in Australia, Asia, Europe and the Americas.

I am also an:

MBA,

Certified Scrum Master (CSM),

PMP certified,

PMI-ACP certified,

PRINCE2-Agile certified,

SAFE-Agilist,

Certified Prince2 Foundation and Practitioner,

CBAP conversant,

adept in BPMN specification & SIPOC processes,

Lean Six-Sigma Green Belt certified,

ITIL V3 certified,

Nokia Cloud Network function (CNF) certified,

Certified in Agile processes,

Conversant with Kanban.

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## Experience

### Project/Program and Transformation/Transition Management at Optus

January 2018 - Present

Project Management, Transformation and Transition management of the LARGEST telecommunications and enterprise program of Australia (Optus Program Spring).

My area of responsibility constitutes (At Optus Program Spring) :

- (1) Overall Program Readiness and transition management of the technology.
- (2) Several development items' scoping and cost management with several vendors.
- (3) Code merging and Readiness management between several parallel program streams, to ensure no impacts to the end customer experience.
- (4) Costs and financial alignment of the several systems of the overall program environment as well as management of the different upscales of the vendors.
- (5) Program timelines and milestones tracking and negotiating with the vendors for aligning with the overall business critical heat map dates and schedules.
- (6) Co-ordination with several BSS and OSS systems for their Readiness for integration and production Readiness and guiding the entire transformation program and transition handling between the legacy and the new systems of Optus Program Spring.

### ICT Program Manager at Northern Territory Government

August 2017 - December 2017 (5 months)

Summary:

Northern Territory Government (NT-G) shall be decoupling their ICT systems to Territory Generation (another government entity).

As a program manager, I am currently managing several ICT transformation projects to successfully decouple and

build the ICT standard operating environment within the Northern Territory Government.

The program includes:

- (1) several infrastructure projects such as Micro data centers and WAN,
- (2) Splunk dashboards for Business Intelligence (with SCADA network data),
- (3) Cyber security improvement projects and
- (4) Telecommunications projects such as Unified Communications system's planning and deployment in the NT-G sites.

TOTAL PROGRAM VALUE: 20 MILLION AUD

Details of the ICT transformational projects for Australian Northern Territory Government:

NT-Government: ICT Project1: Unified Communications Systems (Using Telstra LTE):

The project scope was NT government's site wise Unified Communications system (UCS) planning and

deployment (using the Telstra LTE systems) to ensure a dedicated communication channel across all the 9

operating sites of NT Government.

NT-Government: ICT Project2: IP network's security and Cyber Security Improvement of Northern Territory Government's Standard Operating Environment (SOE):

This project is aimed at improving the Cyber Security Maturity level of the NT-Government to 3.8, from the

current 1.42 rating.

The project had following stages to address missing & misconfigured IP and Cyber security controls.

A. 30 Day Quick Wins for NT-Government network and it's Standard Operating Environment (SOE):

B. Segregation of assets and networks

NT-Government: ICT Project3: Planning & executing several Infrastructure projects such as

Disaster recovery Server rooms, Micro data centers, high speed WAN, Intranet De-coupling, Splunk dashboards for Business Intelligence:

NT-Government: ICT Project4: SOE migration and deployment.

## General Manager: Nokia Global Delivery Center: Business Support Systems at Nokia

July 2016 - August 2017 (1 year 2 months)

ROLE: Project/Program Management and Delivery Management

# Project Lifecycle management, Scrum Master, Service Delivery Management, Iterations management, SDLC management, Program coordination and management.

# Client interactions for analyzing business requirements and for SOW compliance.

# Facilitated & drive requirements analysis, effort estimation, resource allocation.

# Release, schedule, scope, change management, cost and budget management, quality and performance management and adherence to the KPI metrics.

# Successfully implemented best industry practices such as AGILE, SAFe, SCRUM, KANBAN (Wall and JIRA board), Test-driven development (TDD), Behavior Driven Development (BDD), Release Train, status management by JIRA/Confluence as well as implemented Waterfall methodologies (PMP, Prince2) for several projects.

# Interpreted customer's requested plans and timelines and functional specifications, and providing advice on the development and testing strategy and procedures to achieve the feature or product requirements & conforming with customer requirements & SLA.

# Program management w.r.t signoff by customer at milestones, aligning with sales director and governance board in regular program review meetings for customer's commercials, payment realization and project/program closure stage execution.

### ACHIEVEMENTS:

# PROJECT Execution Strategy creation for the migration and transformation of Vodafone-Australia's mobile prepaid and postpaid networks to 5G IOT compatible system.

# PROJECT Execution Strategy creation for cloud transformation of Vodafone-New Zealand's mobile prepaid and postpaid network infrastructure.

# PROJECT & Delivery Management of end to end deployment and system integration of Vodafone-Italy, Vodafone-Qatar and Vodafone-Holland's mobile network for data charging

Diameter interface, provisioning interface, payment gateway interface & charging interface on Nokia Cloud (on OpenStack) via Network function virtualization (NFV).

**Principal Project Manager. Nokia Business Support Systems at Nokia**  
January 2016 - July 2016 (7 months)

ROLE: Project and Program Management.

Services Business Unit (SBU) Global Delivery Center (GDC).

**Senior Project Manager (Corporate Designation: Senior Engineering Manager) at Alcatel-Lucent**  
August 2014 - December 2015 (1 year 5 months)

ROLE:

Project Management/Delivery Management/Program Management.

ACHIEVEMENTS :

# Agile Project, SDLC, Iterations and Delivery Management, system integration for evolution, development & migration of BSNL-India telecom project (120 million end users) from Ericsson, Huawei and ZTE pre-paid systems to Surepay prepaid system in 4G networks.

Summary:

BSNL is India's largest government mobile operator (just like Telstra of Australia). This project was executed to evolve BSNL's telecom network from 3G to 4G in terms of data calls, voice calls, different enhancements for sms, data and web services, payment and charging interfaces and a new web application system.

There were over 100 features developed for BSNL, which included several enhancements in the Data protocols of mobile data, voice calls, API developments for interacting and interfacing with other network systems (such as provisioning interface, OSS and BSS), API interface and features development for Business Intelligence and Analytics tools which worked on customer's usage metadata and predicted the trend of the type of mobile usage, several customer management web application features such as credit card recharge, third party credit transfer, online community group for VPN calls and family group calls (with lower tariffs) and also several network security enhancement features such as net code implementation and IPV6 protocol introduction in provisioning.

Being the project manager (Scrum Master), I was the driver to manage requirements gathering, stakeholder management, SDLC management for the product development & enhancements of the new features, delivery planning & management, end to end system integration to 4G core networks, API enhancements for interacting and binding with all the network interfaces, UAT

support to the customer, and finally the data migration of 120 million BSNL subscribers to the new system.

PROJECT DURATION: 2.3 YEARS. (APRIL 2014 – JUNE 2016)

PROJECT VALUE: 40 MILLION EUROS

Senior Project Manager (Corporate Designation: Engineering Manager) at Alcatel-Lucent  
June 2013 - July 2014 (1 year 2 months)

ROLE:

Project Management, Product SDLC Management, Iterations and Delivery Management

ACHIEVEMENTS:

# Project, SDLC, Delivery Management and end to end system integration of mobile prepaid & postpaid systems in Vodafone-Australia for 4G network upgrade and enhanced network and call processing infrastructure:

Summary:

Alcatel-Lucent won the contract to upgrade Vodafone-Australia's network to 4G as well as develop several features and enhancements for their prepaid and postpaid systems.

There were several features developed for real time rating and charging of prepaid and postpaid calls, dynamic speed control of mobile data (via policy and charging functions), development of customer bonus data buckets and plans, several web services features, several API developments for bank payment interface and credit card charging gateways and user driven data migration for 4.5 million Vodafone-Australia customers.

Being the project manager, I had to drive the complete requirements freezing and mapping to Requirement traceability matrix, SDLC management for the product and feature development, stakeholder management, conducting customer meetings and demo runs to Vodafone CTO and solution architect teams, scope, quality and delivery management, as well as orchestrating the end to end system integration, UAT and the entire 4.5 million subscriber migration.

PROJECT DURATION: 3 YEARS. (APRIL 2011 – MARCH 2014)

PROJECT VALUE: 40 MILLION EUROS (Vodafone-Australia).

Project manager (Global Project Management Office) at Alcatel-Lucent

May 2011 - May 2013 (2 years 1 month)

ROLE:

Project Management, Product and SDLC Management, Delivery Management

ACHIEVEMENTS:

- Project, SDLC and Delivery Management and end to end system integration of mobile prepaid and postpaid solutions for Telstra-Australia for real time charging, payment gateway enhancements and infrastructure upgrade:

Summary:

Alcatel-Lucent was already the vendor of Telstra intelligent networks since 2007. This project was to overhaul the real-time rating and charging modules as well as add several enhancements for dynamic payment controls and rating controls. Hence, it required Telstra's infrastructure upgrade for voice and data charging for prepaid and postpaid subscribers and several features were developed for dynamic data charging, customer lifecycle management and new APIs for payment and credit card interfaces.

This also required a real-time migration of Telstra's 4 million subscribers with a down time of just 10 minutes.

Being the project manager, I had to gather and drive the development of all these requirements, manage the SDLC and delivery management, as well as ensure all the KPIs are met and completion of system integrations and migrations.

PROJECT DURATION: 1.5 YEARS. (AUGUST 2011 – JANUARY 2013)

PROJECT VALUE: 20 MILLION EUROS (Telstra -Australia).

High level Responsibility Details:

# Responsible for Project Lifecycle Management via waterfall methodologies (PMBOK and PRINCE2)

# Driving the requirements phase of over 50 new features and enhancements, specification writing phase, effective change management of use cases, development, testing and validations phase, delivery and site integration, acceptance and commissioning phases.

# Stakeholder, scope, quality, risk, project lifecycle, communication and reporting management and strict adherence to the project SLA.

# Managed scope of work's use cases' implementation in waterfall process through the different sequential milestones from project initiation to delivery.

### **Project Leader at Alcatel-Lucent**

March 2008 - March 2011 (3 years 1 month)

#### **ROLE:**

Project Management, Product and SDLC Management, Delivery Management

#### **ACHIEVEMENTS:**

# Project, SDLC, Delivery Management of Globacom-Nigeria 3G n/w's real-time mobile charging & payment systems for prepaid & postpaid subscribers:  
(Africa's biggest telecom operator at that time with 50 million active users)

#### **Summary:**

Alcatel-Lucent received its biggest African mobile contract of Globacom in 2010 beating the likes of Ericsson and Huawei. The project had extremely stringent timelines of upgrading the incumbent 2G network to 3G network in 8 months as well as to integrate the state of the art real time charging and payment systems in the network.

As the project manager, I had to make proper planning and scope management for developing all the features, APIs and interfaces of the system, end to end system integration with the 3G core networks, OSS, BSS as well as the web interfaces.

I also had to manage the software development lifecycle (SDLC) of several product enhancements for the real-time voice and data charging and payments, infrastructure upgrade for the systems' deployment, UAT management and end to end customer migration management (around 50 million subscribers).



PROJECT DURATION: 2 YEARS. (DECEMBER 2010 – NOVEMBER 2011)

PROJECT VALUE: 40 MILLION EUROS

# Project Management of development & system integration of mobile Voice, data and charging solutions for projects in Europe, Middle East & Africa:

Summary:

I had the privilege to manage several 2G and 3G telecom/ICT projects' end to end development, testing, delivery, network infrastructure upgrade management, system integrations to core networks, UAT and migrations of full subscriber databases.

CUSTOMERS: Orange-France, Thuraya-UAE, Etisalat-UAE, NRJ-France, Vodacom-Congo, Telkom-South Africa, Dialog-Sri Lanka, Qtel-Qatar, VMS-Vietnam, VSNL-India

AGGREGATED DURATION: 2.6 YEARS. (APRIL 2008 – November 2010)

AGGREGATED PROJECT VALUES: 80 MILLION EUROS.

### Senior Engineer at Alcatel-Lucent

December 2006 - February 2008 (1 year 3 months)

ICT services developments for VSNL India, Africell-Burundi, Go-Malta, Dialog Telecom Srilanka and Thuraya UAE.

Languages used: C, C++, Java.

Scripting used: Shell, Perl.

Platforms: Unix, Sun, Linux

Databases: Oracle, PostGresSQL

Development Activities:

Developed USSD Notification feature for mobile operator Thuraya – UAE.

Developed 2-step Loyalty Bonus feature for mobile operator Thuraya – UAE

Developed the CORBA refill interface for mobile operator Thuraya – UAE

Developed GPRS no-charging feature in account inactive state for operator Thuraya – UAE

Intelligent Network database extension on OSP 2.3 for fixed operator VSNL – India

Modification of the Prepaid Telephony – Calling Card service for fixed operator VSNL – India

Development of the Multiple PIN, Single CLI feature for fixed operator VSNL – India

## Software Engineer at Alcatel-Lucent

September 2005 - December 2006 (1 year 4 months)

- # Rating Engine Customization for mobile operator EPT- Luxembourg.
- # Roaming Traffic Control for VPN for mobile operator Mobistar - Belgium:
- # SSP Emulator creation for mobile operator Optimus – Portugal for Mid\_call event simulation

## Software Engineer at Huawei

April 2005 - September 2005 (6 months)

- # CRBT service customization for Reliance-Infocomm
- # CRBT service customization for Tata-Indicom.
- # Customised Huawei Tellin-IN platform, VAS (FPH, RBT, CBT, BGM) for MTNL.

## Engineer (Wireless planning and Engineering) and (Infocomm Technology Innovation center) at Reliance Communications

March 2003 - March 2005 (2 years 1 month)

- # Developed the RTP and SIP Stack parameters for Reliance's in-house softswitch development.
- # Created the Software Requirements, High Level Design and Detailed Level Design of the SIP, RTP and Media Gateway functionality for Reliance's Soft Switch development.
- # Worked on CDMA call flow for detection and rectification of CDMA call dropping occurrence and calculated link budget of Forward Link Reverse Link of all n/w.
- # Created the Ericsson DT for 14 GMSCs of Reliance Infocomm's CDMA network.
- # Created a high availability, tertiary, non-circular load trunking model of the Gateway architecture.

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## Education

### Engineers Australia

Skillset certified as Engineering Manager by Engineers Australia., Telecommunications engineering management, project and program management and pre-sales management, 2016 - 2016

### IILM

Master of Business Administration (M.B.A.), Finance and Marketing, 2008 - 2010

University of Kalyani

Bachelor of Technology (B.Tech.), Electrical, Electronics and Communications

Engineering, 1998 - 2002

Certified Scrum Master, CSM®

CSM, SCRUM practices in AGILE Methodologies, 2015 - 2015

Activities and Societies: SCRUM ALLIANCE

ITIL V3 2011 Foundation

ITIL V3, ITIL, 2015 - 2015

Activities and Societies: AXELOS

Lean Six Sigma Green Belt

Lean Six Sigma Green Belt Certificate, Six Sigma. Lean Methodologies and it's implementation., 2015 - 2015

Activities and Societies: IAL Global  
Pearson Test of English  
PTE SCORE, 2016 - 2016  
Indian Institute of Technology, Bombay  
Research Associate, MicroElectronics, 2004 - 2005  
Prince2 Foundation  
Prince2® Foundation, Project Management  
Activities and Societies: AXELOS  
Project Management Professional (PMP®)  
PMP, Project Management, 2010  
Activities and Societies: PMI, Project Management Institute  
Prince2® Practitioner  
Prince2 Practitioner, Project Management, 2017  
Activities and Societies: AXELOS  
Prince2® Agile  
Prince2 Agile, Agile Project Management, 2017  
Activities and Societies: AXELOS  
Scaled Agile Inc.  
SAFe-Agilist, Scaled Agile Framework Implementation, 2017 - 2017  
Activities and Societies: Scaled Agile Inc.  
Project Management Institute  
PMI-ACP®, Agile Certified Professional, 2017  
Activities and Societies: PMI-ACP  
Nokia University  
Certificate, Cloud Network Functions (CNF) for the implementation of NFV in Telecom  
Operators, 2017  
Activities and Societies: Nokia Learning and Education  
Nokia University  
Certificate, Cloud Infrastructure Software for NFV (Network Function Virtualization) in Mobile/Telecom  
Operators, 2017 - 2017

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## Honors and Awards

Company Achiever of the month, Night Out Award, Thank you appreciation for the ICC to Surepay migration progress

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[Contact Subhadeep Sengupta on LinkedIn](#)