

DEEPAK TALLUR

Technical Project Manager

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EDUCATIONAL QUALIFICATIONS

Bachelor of Engineering (2001)

- Gulbarga University, Gulbarga, Karnataka, India

PROFILE SUMMARY

A self-managed and result-oriented Telecom BSS/OSS Project Manager with over 19 years of experience in Telecom Technical Project management which includes managing Core Network Design, managing multi-vendor IT domains (e-TOM, provisioning, Orchestration and fulfillment, charging and billing, Service management....etc.) , which includes 14 Years at Client side and 5 Years at offshore. Extensive Experience in managing multi-vendor Large Telecom transformation projects. Extensive Experience in Telecom BSS/OSS, and Core Network Systems (4G and 5G) (Charging Systems, IN, HLR, MSC,MME, SDP, GGSN, Mediation, Rating and Billing, PDN,IMS Suits. Successfully managed and implemented multiple transformation and testing projects.

WORK HISTORY

- Extensive Experience in Managing Large scale transformation projects and Program Management., Extensive Experience in Planning, Budgeting and Scheduling Telecom Projects., Extensive Experience in planning and execution of project milestones in multivendor environment., Extensive Experience in Telecom BSS portfolio Management, Extensive experience in Procurement and Ordering for telecom projects/CR's, Experience in creation of resource allocation planning as per WBS, capacity planning, project scheduling, risk management and mitigation issues, action item resolution, performance requirements and productivity metrics tracking within a hybrid Agile and Waterfall environment., Extensive experience in Design and implementing 4G-LTE, and IMS VoLTE, VoWIFI and 5G services from Core Network and IT integration.
- Experience in Implementing Cloud based and containerized solutions., Extensive Experience in Interconnect, Roaming Services implementation., Extensive Experience in Charging and PCRF/PCF systems., Extensive Experience in Device certifications for VoLTE, IPv6,VoWIFI...etc with OEM's(i.e Apple, Samsung....etc), Extensive Experience in Implementing Mediation and Various downstream CDR flows such as RA, FMS, Big-data...etc, Experience in Stake Holder Management. Affluent in preparing status reports & providing timely communication to stakeholders., Managed multiple BSS/OSS projects and Managed implementation of Core Network project such as VoLTE-IMS,VOWIFI, DEG-Apple Watch, Also managed Telecom Testing projects E2E (SIT, UAT and Go-Live) across multiple geographies including Qatar, Australia, UK, UAE., Extensive Experience in Attending CAB meetings, Steering committee meetings, Deployment strategy meetings...etc
- Created several teams specific dashboards and reports to provide more accurate data to the Stake holders, which improved overall status reporting and strategic planning of the project., Bringing vendors to a unified platform and implementing standard processes and practice within SDLC areas., Experience in Telecom Charging and Billing, Order Management, Provisioning and fulfillment, Revenue Management (Charging, Mediation, Rating, Billing & Invoicing), Extensively worked in Nokia, E/// Charging systems, Siebel CRM, Oracle-BRM, Ericsson Stack- (Concept

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PROJECT

Project#1: BSS-CCS-Charging

- **From:** September 2024 – Till Date
- **Organization:** Rakuten-Symphony
- **Location:** Bangalore, India
- **Role:** Technical Project Manager.

Rakuten Symphony is Trusted System Integrator for 1u1 Germany, CCS is the converged charging system, offering reliable services with increased capacity and performance as a significant driver of customer loyalty to mobile operators. This often ranks considerably higher than cost or even customer support concerns.

As part of the project, In Phase-1, Rakuten successfully implemented cloud native CCS Systems seamlessly migrated the 12.6 M Subscribers without disruption and efficiently meeting a challenging deadline with the highest quality. In Phase2- we are implementing 5G SA solution to 1u1 operator client to be ended by June 2025

Responsibilities

- Chairing Impact Assessment for all Domains and preparing Scope, Identifying Risk and Issues and its Mitigations to avoid Future bottlenecks in the projects
- Involved in Planning, budgeting and scheduling the phase 2 and 3, Authored Compliance Documents to define SOW for vendors involved in the project
- Authored IT project plan., Managed Implementing CS upgrades and Expansions (For CCS, CFMG)
- Monitoring various Quality Gates and its alignment to Rakuten Gating Standards, Chairing IT Requirements Workshops and Kickoff meetings
- Publish observations and recommendations for improvements to relevant stake holders., Engaged in CR impact assessments and efforts approval process for Vendors.
- Continuous monitoring & reporting of all Project phases from Requirement gathering till Production rollout phases.
- Escalation to Program Management in case of any deviations from the originally agreed scope and risks / issues impacting Project quality and Schedule.
- Worked on Schedule slippage and effort slippages to resolve project overruns., Liaising with third party Vendors (Dev and Testing) to ensure Work orders, Proposals...etc and ensuring Quality of deliverables within stipulated timeframes as agreed in the SOW and project plan.
- Involved and managed every phase of Project such as Development/Build/Testing/Deployment phases as per the processes set by Vodafone Qata.
- Defining RACI matrix within the project for multi vendors to meet the project milestones.
- Daily/Weekly and fortnight status reports for stakeholders such as Program management/Change management/Business and executives.

Project#2: Vodafone Qatar (Network Core Modernization)

- **From:** December 2017 – Feb 2024
- **Organization:** Vodafone, Qatar.
- **Location:** Doha-Qatar
- **Role:** Technical Project Manager.

The demand for reliable services with increased capacity will only continue to challenge network operators to modernize their networks with technologies that can evolve along with the industry. Research consistently points to network performance as a significant driver of customer loyalty to mobile operators. This often ranks considerably higher than cost or even customer support concerns.

As part of the project, In Phase-1 VFQ implemented its Subscriber Data Management (SDM) solution, which features Nokia's One-NDS (Network Directory Server), thereby consolidating network-related subscriber data into a single unified platform to be shared across multiple applications. Nokia's Systems Integration Services team seamlessly migrated the HLR database without disruption and efficiently meeting a challenging deadline with the highest quality. InPhase2-NokiaImplementedIMS, VoLTE in Phase-3-VoWIFI

Responsibilities

- Chairing Impact Assessment for all Domains and preparing Scope, Identifying Risk and Issues and its Mitigations to avoid Future bottlenecks in the projects
- Involved in Planning, budgeting and scheduling the phase 1, 2 and 3, Authored Compliance Documents to define SOW for vendors involved in the project
- Authored IT project plan., Managed Implementing Core Network nodes Upgrades and Expansions (For IN, DEG, MME, AAA, HLR, ... etc.
- Monitoring various Quality Gates and its alignment to Vodafone Gating Standards, Chairing IT Requirements Workshops and Kickoff meetings
- Publish observations and recommendations for improvements to relevant stake holders., Continuous monitoring & reporting of all Project phases from Requirement gathering till Production rollout phases., Escalation to the Program Management in case of any deviations from the originally agreed scope and risks / issues impacting Project quality and Schedule., Worked on Schedule slippage and effort slippages to resolve project overruns
- Process improvements recommendation aiming to ensure higher quality in the tested code and earlier defect identification.
- Liaising with third party Vendors (Dev and Testing) to ensure Work orders, Proposals...etc and ensuring Quality of deliverables within stipulated timeframes as agreed in the SOW and project plan., Involved and managed every phase of Project such as Development/Build/Testing/Deployment phases as per the processes set by Vodafone Qatar., Working in integrations of core systems with various IT systems such as (ASAP-Activation layer, Service bus and provisioning layers and ensuring they are integrated properly in test and production environments., Defining RACI matrix within the project for multi vendors to meet the project milestones.
- Daily/Weekly and fortnight status reports for stakeholders such as Program management/Change management/Business and executives.

Project#3: Vodafone UK (VGE Billing Transformation)

- **From:** September 2015 – November 2017
- **Organization:** Maveric Systems.
- **Client:** Vodafone Global-Europe
- **Location:** Newbury (United Kingdom)
- **Role:** Program Test Manager

The Global Billing Services team is responsible for central billing of Mobility customers. This covers products such as VGE RED and Enterprise Bundles which are sold via local markets (the VGE Direct model) as well as products such as Vone-C which rely on some local market capability as well as some provided centrally. The billing for these was originally outsourced to a 3rd party Danet and was recently brought in house and deployed on to the Kenan billing system, this was project Pelican. This program is now completed and in production. Central Billing is now moving into a phase of process improvement and automation. In order to achieve this there are many changes which are required by systems to support more automation of processes which today heavily impact GBS.

Responsibilities

- Extensively worked in Managing Vodafone Group Enterprise Charging and Billing Platform., Definition and following refinement of the Overall Program Test Strategy and Test Management Processes, up to sign off from the Vodafone Business Stakeholders., Monitoring various Quality Gates and its alignment to Vodafone Gating Standards
- Involve in Requirement Workshops and identifying Testable items for the impacted systems., Preparing KPI reports and publishes observations and recommendations for improvements to relevant stake holders., Continuous monitoring & reporting of all testing phases as per SOW
- Monitoring and managing of all testing phases execution progress respect to the original schedule and impact assessment on the original planning in case of any risk of delay, Escalation to the Program and Project Management in case of any deviations from the originally agreed scope and risks / issues impacting testing execution and quality, Definition, implementation and monitoring of KPIs and SLAs in the testing area, Definition and production of project dashboards showing on regular status of each project's., Process improvements recommendation aiming to ensure higher quality in the tested code and earlier defect identification.
- Liaising with Vendors (Dev and Testing) to ensure Quality of deliverables.

Project #4: Etisalat BSS Transformation

- **From:** March-2014 to September 2016
- **Client:** Etisalat, Dubai (UAE) Telecom.
- **Location:** Dubai-UAE
- **Organization:** Maveric-Systems
- **Role:** Project Manager (QA)

BSS transformation project involving systems such as NTS-Wincash(POS, Cash and Inventory Mgmt), E// Charging system, IN and BSCS, Sales Force Automation, CRM-MS Dynamics (For Pre-sale), Concept Wave (Order Provisioning and Fulfillment) and BSCS for Postpaid Billing.

Releases Managed: SFA, CRM-MS Dynamics, EMM, BSCS-Billing, NTS-Wincash, Inventory Mgmt and Cash Mgmt, Concept Wave -4.1, Ericsson Catalog Manager, Order Manager and Provisioning /Fulfillment via EMA

Responsibilities

- Publishing test strategy and risk assessments before commencing testing activities, Preparing and Publishing Test plan for the SIT and E2E testing phase.
- Authoring test traceability matrix to ensure all the requirements are met., Managing entire Software Testing life cycle of various transformation phases
- Reviewing the requirements and authoring test plan and high level test design, Managing Scoping, Budgeting and scheduling of System test, E2E testing and UAT.
- Managing Risks and its Mitigations during the project lifecycle., Assuring that the Test coverage is met according to the equality standards
- Involved in building required interfaces for the testing environment, Managing and monitoring entire test environment (Build and Refresh, Deploy and restart of SIT and UAT environments), Identifying the necessary test data and interacting with the component teams and getting the test data loaded on all the required components for various test conditions., Ensuring that the test cases were executed and the defects were reported with proper business priority and ensuring the fix delivered by the development team works., Recommending requirement gaps if any found during testing phases to project management team, Reviewing the requirements and design from the testing perspective
- Ensuring that from the entry and exit criteria for the quality gates are met, Verifying that the test environment has been setup correctly
- Coordinating with the component teams to have the right version of the build is deployed in the test environment before and during testing execution phase.

Project#5: ATT-Titan/Converged E2E testing

- **From:** April-2010–August-2014
- **Client:** ATT-USA
- **Organization:** Amdocs-DVCI
- **Location:** Pune-India

ATT Titan is a converged platform where residential customer can opt for Wireless and Uverse services in promotional bundles. Titan will enable customer to go for single bill and offers wide range of promotional bundles. Currently ATT has 2 billing systems, M-Telegence for Wireless and Enabler for Uverse products. Titan will club the gap between the billing system with a new billing system T- Enabler, which will sync Wireless and Uverse customer into Titan Platform.

Responsibilities

- Participated in Version End scorecard of E2E Testing and providing required data to Quality improvement program within Account
- Managing/Chairing-Defect mgmt meetings, Managing/Chairing-System test Readiness Review meetings and Lesson learnt meetings within Account
- Managing Scoping, Budgeting and scheduling of System test and UAT, Publishing test strategy and risk assessments before commencing testing activities
- Assuring that the Test coverage is met according to the quality standards, Preparing tractability matrix report

Project#6: NHS-SPINE(UK)

- **From:** April-2007–August-2010
- **Client:** NHS-UK
- **Organization:** Tech-Mahindra
- **Location:** Leeds-United Kingdom
- **Role:** Team Leader

Project Description

The Spine is a national central database which will revolutionize the way patient care is delivered by the NHS. SPINE program is developed at the very heart of the NHS National Program for IT, the Spine will store electronic medical records for England's 50 million plus patients. All patient information is held securely as the Spine controls access to patient information. The Spine is the backbone of all the National Program's applications and is vital to the NHS Connecting for Health and Patient Choice initiatives.

Responsibilities

- As a Team Leader for the Team members of six resources, was responsible for the following -Reviewing the requirements and design from the testing perspective
- Working as Team lead of functional and Automation testing team having six resources, Worked as SME for Automation team
- Worked on Preparing test plan, test strategy and risk assessments before commencing testing activities, Involved in building required interfaces for the testing environment, Identifying the necessary test data and interacting with the component teams and getting the test data loaded on all the required components for various test conditions., Involved in reviews of test artifacts, Involved in generating reports for test preparation, test execution and defect progress on a timely basis to stake holders., Involved in getting sign-off from different project communities for test artifacts

Project#7: Swordfish (British telecom(UK))

- **From:** March-2004-April-2007
- **Client:** British Telecom (BT)- United Kingdom
- **Organization:** Tech-Mahindra
- **Location:** London-United Kingdom
- **Role:** Senior technical Associate

Project Description

The new BT Retail Customer Centric BSS stack is based around Siebel One View and Billing system Geneva.Phase1 to3 releases for this OSS stack concentrated on supporting PSTN. Phase 4 focused on Swordfish. The Project mainly involved provision of Total Broadband including Broadband Talk (VOIP services) on the Customer Centric BSS. The scope of this broadly included an e2e services for Consumer Broadband covering service provisioning, re-grades, cease, in-flight amends, cancels, SP to SP migration, combined order journey for Broadband, Broadband talk, VAS and detailed order management.