

NIKHIL ILLATHPARAMBIL



Transformation PMO Leader | Digital & AI-Driven Telecom Programs | PMP®

Dubai, United Arab Emirates | +971 585910572 | Email: pmo@nikhilip.com | Website: <https://www.nikhilip.com>

Nationality: Indian | Visa: UAE Resident | LinkedIn: <https://www.linkedin.com/in/nikhilip>

PROFESSIONAL SUMMARY

PMP®-certified **Transformation PMO and Portfolio Leader** with **19+ years** of experience across telecom, digital transformation, enterprise governance, customer experience, IT, infrastructure, and strategic business programs in the Middle East. Proven track record of leading and governing multi-million-QAR portfolios exceeding **QAR 800M+**, translating corporate strategy into structured, prioritized, and measurable programs within **CEO Office** and enterprise PMO environments.

Extensive expertise in demand and portfolio management, business case governance, **CAPEX/OPEX/COGS optimization**, investment prioritization, benefits realization, executive reporting, KPI and scorecard governance, business process engineering, organizational transformation, and multi-stakeholder program delivery. Successfully strengthened **BCC/QMC** investment governance, challenged low-value and duplicated initiatives, and contributed to approximately **QAR 14M in cost avoidance** through improved portfolio visibility, historical investment analysis, and structured decision-making.

Demonstrated leadership in customer experience transformation, including establishing a centralized enterprise CX governance mechanism under the CEO Office, aligning Business, Technology, Digital, Operations, Strategy, and support functions around common customer journeys, ownership, SOPs, and KPIs, resulting in more than 10% improvement in key CX performance indicators within six months.

Strong telecom and digital domain exposure spanning OSS/BSS, Netcracker Digital BSS, Revenue Management, CRM, customer journeys, Fintech, 5G, ICT, IoT, Cloud Services, NOC/SOC, FTTH/FTTR, service assurance, data centers, TowerCo, and enterprise IT transformation. Experienced in Agile, Waterfall, BAU, strategic, technical, non-technical, ad-hoc, and multi-country transformation programs, with a strong ability to manage dependencies, capacity constraints, funding priorities, vendor ecosystems, and executive stakeholders.

Recognized as a **trusted advisor to CEO and C-suite leadership**, with hands-on experience in enterprise scorecards, KPI validation, performance dashboards, management committee reporting, procurement tender governance, PMO tool implementation, ARIS, Planisware, K2/SharePoint, Jira, and Oracle-based systems. Known for combining strategic thinking, operational discipline, financial governance, process excellence, and practical technical understanding to improve decision-making, customer outcomes, cost efficiency, and enterprise performance.

CORE EXPERTISE

Transformation & Strategy - Digital Transformation & Telco Modernization (AI / Automation ready) - Strategy-to-Execution Alignment - Enterprise Operating Model Transformation - Business Process Engineering (BPE) & Re-engineering (BPR) - Organizational Change Management & Adoption - Strategic Planning & Business Alignment - Benefits Realization & Value Delivery	PMO & Governance Leadership - Enterprise PMO (EPMO) Setup & Governance - Portfolio & Program Management (Multi-million portfolios) - Demand Intake, Prioritization & Dependency Management - Scope, Change & Governance Control Frameworks - Risk, Issue & Compliance Management - KPI, SLA, OLA Framework Design & Governance - Performance Management & Executive Reporting - Business Case Evaluation & Investment Governance
Commercial & Financial Management - CAPEX / OPEX / COGS Governance & Cost Optimization - Financial Planning & Cost Control - Business Case Challenge & Benefits Validation - Commercial Bidding & Tendering Strategy - Vendor & Contract Management - Procurement / Tender Committee Governance	Telecom & Digital Domain Expertise - Telecom Infrastructure (FTTH, FTTR, ISP, Broadband) - Network Rollout, Upgrade & Migration Programs - OSS / BSS / Netcracker Functional & Governance Exposure - IoT, Cloud, Digital & Hybrid Services - ISP Field Services & Service Delivery Operations - NOC / SOC / IT Operations Awareness - Structured Cabling & ICT / ELV Systems - Service Assurance (IP VPN, SIP, ISDN PRI)
Service Delivery & Customer Experience - SLA-Based Service Delivery Management - ITIL / Service Management Framework Awareness - Customer Experience (CX), VOC & CSAT Improvement - Enterprise Service Assurance & Performance Optimization - Centralized CX Governance & Customer Journey Optimization	Data, Reporting & Digital Enablement - Enterprise Scorecards, MIS & C-Suite Reporting - Dashboarding & Reporting (Power BI / Excel / K2 / SharePoint) - Process Automation & Workflow Optimization - Performance Metrics Library & KPI Validation - Documentation, Governance Reporting & Audit Readiness - Data Privacy & Cybersecurity Framework Awareness

Leadership & Stakeholder Management • Management Committee & Case Presentation • Cross-Functional Leadership (200+ Teams) • Executive Stakeholder Management (C-Level / Board) • Global Client & Relationship Management • Collaboration, Negotiation & Influencing Skills • Decision-Making Under Pressure • Team Leadership, Coaching & Capability Development	Project Execution Fundamentals • Project Planning & Scheduling • Agile, Waterfall, Strategic, BAU & Ad-hoc Delivery • Resource Allocation & Workforce Planning • Quality Management & Continuous Improvement • Technical Documentation & Delivery Control • Project Management Tools (Planisware, Primavera, MS Project, Jira) • MS Office & Enterprise Systems (ERP, CRM, HRMS)
---	---

EDUCATION | SYSTEMS & TOOLS | LANGUAGES

Academic Education Bachelor of Technology Engineering in Information Technology Calicut University - India (Jun-2005 to Apr-2008) Diploma in Computer Software Engineering State Board of Technical Education Government of Kerala - India (Jun-2002 to Apr-2005)	Systems & Tools • Planisware Microsoft Project / Planner Jira Primavera P6 • ARIS (Software AG) - Process and Policy Automation Tool • K2 and SharePoint system for the performance management tracking • Microsoft Visio - Flowchart creation for process flow • Microsoft Office Suite Teams Zoom Meet • Oracle Based Systems (Risk Register, CRM, ERP, HRMS, etc.)	Languages • Malayalam: Native language • English: C1 - Advanced • Hindi: B2 - Upper intermediate • Malayalam: C1 - Advanced
---	---	---

WORK HISTORY

PMO Manager - Business Transformation & Growth

15 Aug 2025 - Present

Hawari Auto Trading Co. LLC, Dubai, UAE

- Leading the establishment of structured PMO governance to align business growth initiatives with execution frameworks.
- Driving process transformation and operational optimization across cross-functional teams including engineering, procurement, and operations.
- Introducing performance tracking mechanisms and KPI-driven reporting to improve decision-making visibility at management level.
- Managing project portfolios with focus on cost control, delivery discipline, and scalable execution models.
- Acting as a transformation enabler, bridging business strategy with execution across operational and commercial functions.

Additional Technology & Infrastructure Responsibilities

- Expanded responsibilities due to lean resource availability, supporting UAE operations and offices/outlets primarily in Qatar, with services extending to Oman.
- Provide hands-on support for **AI automation**, application development, hardware/software assembly, **WAN/LAN/MAN/IPVPN** networking, server/client deployment and **enterprise security/firewall administration**.
- Manage VMware environments including ESXi, vCenter, virtual machine deployment/migration, networking, monitoring, backup, upgrades, capacity/resources, disaster recovery and reporting.
- Apply practical technical knowledge alongside PMO management and business growth responsibilities; experience is hands-on and not represented as vendor-certified expertise.

Program Manager - Strategic EPMO & Transformation (CEO Office)

30 Nov 2014 - 17 Jul 2025

OOREDOO Qatar, Doha, QATAR

Enterprise Transformation & PMO Leadership

- Led enterprise-wide PMO governance under the **CEO Office**, managing a portfolio exceeding **QAR 800M+** across telecom, digital transformation, infrastructure, and strategic business programs.
- Positioned as a key transformation enabler, bridging corporate strategy with execution by converting strategic objectives into structured, governed, and measurable programs.
- Established and matured EPMO frameworks, enabling centralized portfolio visibility, prioritization, investment governance, and executive-level decision-making.

AI-Aligned Automation, Netcracker BSS & Digital Enablement

- Led process automation and digital transformation platforms including ARIS and K2 SharePoint, reducing manual intervention and improving governance visibility.

- Engineered and re-engineered Netcracker-supported business processes, procedures, SOPs and KPIs across Revenue Management, CX, B2C, B2B, Strategy, Technology, **ICT/IoT/Cloud, NOC/SOC and Corporate IT**.
- Worked from PMO/process/CX perspectives on Netcracker Digital BSS readiness and enhancement, customer journey simplification, Ooredoo Money/fintech operations, Ooredoo TV/entertainment, 5G adoption, digital services and ICT innovation.
- Introduced data-driven dashboards and reporting frameworks, enabling integrated, automated and scalable PMO/governance ecosystems and stronger foundations for AI-enabled transformation.

Strategy Execution, Portfolio Delivery & Management/Board Committees

- Directed complex multi-program portfolios spanning Fintech, Data Center, Infrastructure (TowerCo), Customer Experience, Digital Transformation and Group carve-out initiatives.
- Ensured alignment across Technology, Finance, B2B, B2C, HR, Strategy and support functions, enabling coordinated delivery and cross-program synergies.
- Led CAPEX/OPEX governance, optimizing investment decisions, cost efficiency, and long-term value realization.
- Served as **PMO/CEO Office** case presenter and governance representative for **BCC and QMC** committees, challenging business cases, project plans, scope, **CAPEX/OPEX/COGS**, resource needs, benefits, dependencies and duplication before investment approval.
- Built standardized committee templates and historical initiative/financial-spend data in the PMO tool, creating a 360-degree view of pipeline demands and previous investments.
- Enabled faster approval of high-value initiatives while stopping or reshaping duplicated, outdated or insufficient-value demands; avoided approximately QAR 14M in unnecessary/duplicated spend during Q4 2024 and Q1 2025 and received a CEO SPOT Award for dedication, loyalty and cost stewardship.
- Represented the PMO CEO Office on the Procurement Tender Committee, reviewing and validating tenders from program/project, delivery alignment and governance perspectives and providing PMO/CEO Office endorsement.

Organization Scorecard & C-Suite Performance Reporting since Oct 2023

- Owned timely KPI reporting for PMO, Process, Policy, Management Committees and strategic customer-experience measures including high-level VOC and CSAT.
- Collected evidence from automated systems and manual reports, calculated KPI values using agreed formulas, validated results and submitted performance evidence to Strategy Scorecard teams and C-Suite leadership.
- Produced quarterly process-performance dashboards highlighting achievements, gaps, high risks and mitigation plan for the **CEO and CXOs/BU Heads**.
- Supported **CEO scorecard** accuracy and enterprise performance reporting used in company progress assessment and annual employee bonus determination.

Change Management & Executive Stakeholder Engagement

- Designed and executed enterprise-level change management strategies, impact assessments, stakeholder workshops and readiness programs.
- Acted as a trusted advisor to senior leadership and CEO, delivering strategic dashboards, portfolio insights, risk and performance reports.
- Led Steering Committee engagements and large cross-functional teams across business, technology and operations.
- Ensured sustainable transformation outcomes by embedding changes into policies, governance frameworks, and organizational structures.
- Managed cross-functional teams of large resources, driving collaboration across multiple Business Units.

Business Process, Policy Engineering & Enterprise Performance Management in 2014 to 2018

- Led enterprise-wide **BPE/BPR** initiatives, standardizing policies, designed processes, **SOPs**, work instructions, procedures, business rules, performance metrics and governance structures across business units.
- Established Ooredoo Process Performance Management, contributing to the evolution of the only Policy & Process function into structured enterprise standard **Business Policy, Process & Performance Management**.
- Created a consolidated Performance Metrics Library and standard KPI template; restarted mandatory enterprise KPI reporting and introduced a validation/review mechanism with process representatives.
- Reviewed and rationalized existing KPIs by removing non-standard measures, clearing duplicates, merging/splitting measures, reclassifying PIs/OIs and creating higher-level KPIs where appropriate.
- Introduced Strategic Pillar Linkage, Key Business Objective, Measurement Exclusions and Action Threshold Values to strengthen classification, reuse, transparency and actionability.
- Grouped performance measures across technology, customer, strategy, operations, clients/third parties, market competitiveness, compliance, revenue, employee management and leadership.

- This foundation enabled the subsequent **in-house K2 + SharePoint performance management solution** and supported promotion from the process team into enterprise PMO/program responsibilities.

Officer – Program & Project Control & Telecom Transformation

25 Jul 2010 - 30 Oct 2014

Al Ghaliya Computer Systems, Doha, QATAR

- Managed program control and nationwide service-delivery coordination for Ooredoo telecom programs covering **FTTH/FTTR**, Pay TV/OTT, ISP services, fixed-line modernization and customer migration initiatives.
- Served as a key coordination point between Ooredoo stakeholders and field-delivery teams, translating service priorities into structured work allocation, resource plans, delivery schedules and performance targets.
- Coordinated **200+ cross-functional resources** including engineers, supervisors, team leaders and technicians, balancing workload, capacity, service priorities and operational readiness across nationwide activities.
- Managed service prioritization for **Government, Ministries, Ruling Family, VVIP/VIP**, enterprise and residential customers while maintaining **SLA**, quality and customer-experience requirements.
- Led end-to-end delivery of FTTX Phase III, including UG, OH, B2H and residential networks, supporting expansion of Ooredoo's national fiber footprint and controlled customer migration from legacy copper services.
- Managed provisioning, activation and maintenance of DEL, ADSL and Triple Play services, coordinating dependencies between field operations, technical teams and service platforms to minimize customer disruption.
- Analyzed VOC/customer feedback, operational KPIs and service trends to identify CX and delivery gaps and presented data-driven improvement recommendations to senior management.
- **Improved operational productivity** by approximately **20%** through structured workforce planning, KPI dashboards, performance monitoring, service prioritization and continuous capability development.
- Supported structured cabling and ICT/ELV delivery across residential, commercial and mission-critical environments, including data-center facilities.
- Developed RFQs/RFPs, supported technical bid evaluations, procurement and vendor onboarding, and contributed to commercial and delivery governance for **multi-million-QAR telecom/ICT programs**.
- Built strong relationships across customers, Ooredoo stakeholders, vendors and delivery teams through transparent reporting, proactive risk/issue resolution and disciplined service governance.

Technical Project Engineer - Telecom Infrastructure

15 Mar 2008 - 15 Jul 2010

Delivery & Advance Security Systems

Zone Technology. WLL, Doha, QATAR

Clients: Ooredoo (Qtel), BeIN, OSN, Starlink, Sumitomo and Nawras Oman

- Managed end-to-end delivery of nationwide telecom infrastructure and customer-connectivity projects covering FTTH/FTTR, Triple Play, ADSL, Broadband, ISP and fixed-line services for Qatar Telecom (Qtel/Ooredoo).
- Led a 45-member engineering and technical workforce responsible for more than 30% of Qatar's fixed-line installation and maintenance workload, coordinating resource allocation, daily execution, service priorities and quality performance.
- Managed the complete project lifecycle including technical planning, scope, budgeting, scheduling, resource deployment, vendor coordination, risk control, HSE compliance, quality and customer handover.
- Engineered and supported enterprise telecom services including IP VPN, SIP and ISDN PRI, coordinating provisioning and technical activation for business customers.
- Achieved approximately 99% on-time delivery through structured project tracking, SLA/KPI monitoring, proactive issue resolution and disciplined execution controls.
- Supported more than 50,000 customer service transitions, including nationwide copper-to-fiber migration, with a strong focus on service continuity and minimum customer disruption.
- Performed hands-on fiber-optic splicing, testing, fault isolation and troubleshooting, providing a strong technical foundation for subsequent telecom program and transformation leadership roles.
- Delivered structured cabling, CCTV and security-system installation/maintenance across customer and enterprise environments.
- Collaborated with Sumitomo Japan on fiber solutions and received practical training in advanced splicing technologies, equipment operation, troubleshooting and splicer-machine maintenance.

- Supported innovative 3G-enabled remote monitoring/security camera solutions for Starlink Qatar and Nawras Oman, providing installation, technical support and maintenance across Qatar and Oman.
- Built early experience in balancing technical delivery, customer requirements, resources, SLA performance and commercial objectives—forming the foundation for progression into program control, PMO and enterprise transformation leadership.

Marketing Sales Executive & Customer Relationship (Hybrid)

01 May 2005 - 31 Dec 2006

Eureka Forbes Ltd, Kerala, INDIA

- Managed customer engagement, product demonstrations, consultative sales and marketing activities for consumer products, developing strong early capabilities in customer needs assessment, communication and relationship management.
- Delivered end-to-end customer support from product presentation and solution recommendation through user education and after-sales service, contributing to customer satisfaction, conversion and repeat business.
- Successfully balanced professional responsibilities with engineering studies, consistently meeting sales and service expectations while building the customer-focused mindset that later supported my telecom service-delivery and customer-experience career.

KEY PROJECTS

Centralized Enhanced Customer Experience Governance Mechanism | CEO Office initiative | Ooredoo QATAR

- Initiated by Executive Director - CEO Office following CEO direction to establish a centralized enterprise CX team with a two-year roadmap and measurable KPI targets.
- Analyzed customer-related processes, VOC/CSAT results and real Siebel complaint cases; followed workflows through document review, system analysis and physical site/office visits to identify hand-off, ownership and communication gaps.
- Proposed Strategy under the CEO Office as the neutral CX owner to improve cross-BU coordination, decision authority and C-level access across B2C, B2B, Technology and support functions.
- Built the stakeholder model based on real customer journeys, bringing together Store Operations, Marketing, Campaigns, Demand Management, Development, Sponsorship, Product, Order Handling, Contact Center, Complaints, IT/SOC/NOC/CIS, Digital, Account Management, Legal/Regulatory, Field Operations, Transport/Fixed Networks and Survey/Reporting teams.
- Defined CX scope, purpose, workflow, governance, roles, responsibilities, SOPs and KPIs with BPM support; launched the first cross-functional forum and personally led weekly governance for the first three months before handover to the permanent CX owners.
- Achieved more than **10% improvement** in key **customer-experience KPIs** within six months and **received a CEO SPOT Award/cash recognition** for successful implementation.

FIFA World Cup 2022 CX Program | QAR 800+ millions | Apr-2021 to Dec-2022

- Led delivery of a national-scale telecom and digital transformation program enabling world-class connectivity, customer experience and digital infrastructure for the FIFA World Cup 2022.
- Enabled readiness across eight stadiums and national infrastructure through 8,400+ antenna systems, 1,130+ multi-beam antennas, 355 km RF and 202 km fiber, with coverage across stadiums, airports, metro and fan zones and a cloud-based resilient core architecture.
- Supported 3.4M+ fans across 64 matches, 801TB data traffic, 45.1TB peak usage during the final and 11M+ voice calls at 99.95% success rate.
- Integrated AI-enabled capabilities including instant FAN SIM digital KYC, 24/7 multilingual virtual assistant and real-time network/CX monitoring; supported 1.3M+ international visitors and 500+ roaming partners.
- Delivered 12% improvement in CX performance metrics and zero service disruption despite extreme demand, leaving a scalable 5G and AI-enabled telecom ecosystem.

Business Case Committee (BCC) & QMC Investment Governance | Q4 2024 - Q1 2025 cost avoidance: approx. QAR 14M

- Acted as PMO/CEO Office case presenter and governance reviewer for enterprise investment demands, challenging business cases and project plans before BCC/QMC approval.
- Validated scope, CAPEX/OPEX/COGS, resources, delivery plans, dependencies, benefits and strategic alignment; identified duplicate, outdated and low-value scope and shaped stronger cases for committee decisions.

- Created standardized templates and integrated historical initiative and financial-spend data into the PMO tool, enabling 360-degree visibility of current pipeline, previous investments, budget deviations and scope duplication.
- Improved committee decision quality and turnaround, helping deserving initiatives obtain approval faster while avoiding approximately QAR 14M of duplicated/unnecessary spend; recognized with a CEO SPOT Award.

Enterprise Process Performance Management & Metrics Library | Inhouse development | Dec 2016 - Apr 2018

- Established Ooredoo Process Performance Management and a consolidated Performance Metrics Library accessible across the organization.
- Introduced standard KPI templates, mandatory reporting cadence, evidence-based validation/review and a structured approval/rejection mechanism with process representatives.
- Rationalized the KPI estate by removing duplicates/non-standard measures, merging and splitting KPIs, creating high-level KPIs and improving PI/OI classification.
- Added Strategic Pillar Linkage, Key Business Objective, Measurement Exclusions and Action Threshold Values, improving transparency, reuse and linkage between documented processes and measurable outcomes.
- Success contributed to expanded responsibilities, management recognition and progression into enterprise PMO/program management and Strategy Scorecard support.

Enterprise Performance Management System (K2 + SharePoint) | Inhouse development without extra cost | Jan-2017 to Jan-2019

- Designed and delivered a fully automated enterprise performance management system covering KPIs, SLAs, OLAs and executive scorecards.
- Enabled real-time performance tracking and reporting across all business units, improving accountability and decision-making.
- Delivered the solution internally at zero cost, eliminating the need for external procurement and saving significant investment.

Organization Scorecard Reporting & Executive Performance Governance | Oct 2023 - Jul 2025

- Calculated and validated enterprise KPIs for PMO, Process, Policy, Management Committees and strategic CX measures using automated-system data, manual reports and agreed formulas.
- Submitted evidence-backed KPI values to Strategy Scorecard and C-Suite leadership; produced quarterly dashboards covering performance, achievements, gaps, high risks and mitigation actions.
- Supported CEO scorecard integrity, enterprise progress reporting and performance inputs used in annual employee bonus determination.

Procurement Tender Committee - PMO / CEO Office Representation | Ooredoo Qatar | 2022 to 2025

- Represented PMO/CEO Office in procurement tender governance, reviewing tender submissions from program/project, delivery feasibility, scope alignment, risk, dependency and strategic-fit perspectives.
- Provided PMO alignment and CEO Office endorsement/approval input to strengthen procurement decisions and downstream delivery governance.

Oracle ERP Transformation - AI & Microsoft Azure Cloud Integration | Design approx. 60% complete at departure | 2024 to 2025

- Participated in a strategic multi-BU Oracle ERP transformation program focused on platform modernization, AI integration and Microsoft Azure cloud enablement.
- Supported PMO/program governance, cross-functional alignment, requirements/design progression and delivery planning through the primary stages.
- Program was approximately 60% through design when I left Ooredoo; implementation and testing continued after my departure.

ADDITIONAL KEY PROJECTS

Ooredoo Money Fintech Carve-Out | QAR 260 million | May-2023 to Jul-2025

- Led the Qatar workstream for transformation of Ooredoo Money into a standalone regulated financial services entity.
- Managed Technology, Finance, HR and Strategy coordination for operational, financial and regulatory separation.
- Ensured audit-ready governance, regulatory compliance and successful transition into a new operating model.

NITRO Data Center Carve-Out | QAR 160 million | Nov-2023 to Mar-2025

- Led Qatar delivery for a multi-country data center transformation spanning Ooredoo Group entities.
- Coordinated Technology, Finance, Security and Strategy and delivered structured governance, data mapping and compliance readiness

TowerCo - Network Towers Carve-Out & Sharing Phase-1 QAR 450 million May-2023 to Jan-2025 - Led Ooredoo Qatar workstream for TowerCo carve-out and infrastructure sharing strategy. - Ooredoo Group initiated Multiphase program with strategic alignment with National Telecom and Broadcasting Authority. - Managed asset mapping, commercial modeling inputs and multi-BU stakeholder alignment, supporting long-term infrastructure optimization and cost efficiency.
Enterprise PMO Transformation - Planisware Implementation QAR 7 million Dec-2022 to Aug-2024 - Directed enterprise Portfolio Management Platform implementation. - Established standardized project intake, prioritization and governance frameworks and improved portfolio visibility, reporting accuracy and strategy-to-execution alignment.
MSSP Transition (TCS to Tech Mahindra) - ITSM Transformation QAR 1 million 1-Apr-2024 to 30-May-2024 - Led a high-risk, time-critical Managed Security Services transition within 2.5 months with zero service disruption for major enterprise clients. - Established governance, SLA frameworks, operational readiness and stronger vendor performance management.
Business Process & Policy Automation - ARIS Platform QAR 2.3 million Aug-2019 to Feb-2021 - Led centralized process and policy automation, standardizing 300+ processes and 100+ policies. - Improved governance, audit readiness and transparency while reducing manual effort and approval-cycle time.
ISP Field Service Fixed Access Network Expansion Program QAR 22 million Mar-2012 to Jun-2014 - Led FTTH, FTTR, ISP and enterprise service delivery programs across Qatar. - Managed 250+ personnel delivering over 40% of national telecom operations, achieving 99% on-time delivery.
B2B Service Delivery & Assurance Program QAR 28 million with QTEL Mar-2008 to Jun-2010 - Supported enterprise IP VPN, SIP and ISDN PRI provisioning and assurance for high-value business customers. - Strengthened SLA performance, service stability and customer experience through structured coordination and proactive issue resolution.
FTTX Fiber Infrastructure Deployment & Smart Security Solutions Sumitomo / Starlink / Nawras Mar-2008 to Jun-2010 - Contributed to fiber infrastructure, splicing, CCTV/security systems and early 3G-enabled remote monitoring IP Camera solutions. - Gained specialized hands-on training with Sumitomo on advanced splicing technologies and equipment maintenance.
CERTIFICATIONS PERSONAL DETAILS REFERENCES
Other Achievements - Project Management Professional (PMP), PMI. - International Certificate in Project Management, Level 3, EQF. - SPOT Award for outstanding contribution to Strategy and CEO's Office, Ooredoo. - SPOT Award for outstanding contribution to Strategy and EPMO, Ooredoo. - Business Process Modelling with ARIS, Software AG. - Hands-on telecom service knowledge spanning WLL, Triple Play/IPTV, and technology-enabled service delivery AI, Digital & Innovation Initiatives - Designed the product direction, user experience, capability structure, and AI-agent build instructions for Niki AI Studio, a personal AI experimentation environment powered by ComfyUI and Ollama. - Directed the content, structure, and positioning of nikhilip.com and IP AI WORLD as personal platforms for professional branding, AI exploration, and digital innovation. - Exploring AI adoption opportunities for project management, including PMO productivity, governance support, reporting, documentation, and executive communication. - Building practical exposure to generative AI workflows, local AI tools, prompt design, model configuration, and workflow-based experimentation. - Supporting a UAE-based e-commerce website initiative for Hi-Tech Mattress to apply AI-assisted product, content, and digital delivery skills in a real business context.