

MANJUNATHA TN

Order Management | Telecom ISP | Circuit Designing | NOC Operations | Procurement

Dedicated & results-oriented professional with extensive experience in Telecom ISP, Order Management and Procurement Operations. Seeking to leverage expertise in access provisioning, circuit design and vendor management to contribute effectively to dynamic organizational objectives.

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Executive Profile

- ❖ Hands-on experience in **managing order management processes**, including ASR & LSR provisioning, ordering, cancellation and modification of circuits
- ❖ Excels in **circuit designing for DS0, DS1, DS3, OC12, OC95 Ethernet** & other bandwidths
- ❖ Proficient in **NOC operations**, ensuring network stability, performance, and uptime
- ❖ Rich experience in **telecom billing processes**, ensuring accurate billing and invoicing for services rendered
- ❖ Expertise in **conducting circuit tests & acceptance procedures** to ensure service quality and customer satisfaction
- ❖ Resourceful in **collaborating with cross-functional teams** to resolve technical issues and ensure timely service delivery
- ❖ Excellence in working as a Technician, Project Coordinator & Ethernet Circuit Designer with **AT&T, Verizon, CenturyLink, Windstream**, and so on
- ❖ Significant exposure of working on **Order Management & Procurement Ops Support Module** which includes ASR / LSR Provisioning, NOC Operations, Citrix Remote Desktop, XNG, Xpercom, Metsolv / TBS, Circuit Designing, Ticketing System Support / Dash, Tracker, Netcracker, Oracle Fusion, SharePoint, Oracle ERP 11i and ARIBA 14s
- ❖ Efficient organizer, motivator, team player and a decisive leader with the ability to motivate teams to excel and win

Key Impact Areas

Order Management
Telecom ISP
Circuit Designing
NOC Operations
Telecom Billing
Vendor Management
Procurement Operations
NOC Operations
Service Delivery Management
Service Quality Assurance
Process Optimization
Cross-functional Coordination
SLA Management
Telecom Provisioning

Professional Experience

Aeries Technologies Group Business Solutions Pvt. Ltd., Bengaluru as Senior Engineer

Since Apr'20

Projects: AT&T, Verizon, Windstream, CenturyLink, Frontier, Bullseye, Comcast, Cox Communications, Level 3, Nitel and Granite

Sequential Technology / Synchronous Technologies India Pvt. Ltd., Bengaluru as Senior Operations Analyst

May'14 – Oct'19

Client: XO Communications

Projects: AT&T, Verizon, Windstream, CenturyLink and Frontier

Key Result Areas:

- ❖ Actively involved in providing high-end telecom services to U.S clients, specializing in ASR & LSR, Circuit Design, NAC Disco, Test and Acceptance
- ❖ Handling order management for various bandwidths including DS0, DS1 & DS3, OC12 and OC95 Ethernet
- ❖ Acting as a Circuit Design Engineer for TPX Communications and managing escalations with LECs
- ❖ Assigning & validating CFA and location information with LEC; providing circuit design using network inventory elements
- ❖ Designing telecom circuits of different products like DS1, EOC, and EODS1
- ❖ Reading and interpreting Design Layout Records (DLR) from other carriers
- ❖ Monitoring process efficiency, implementing measures for improvement
- ❖ Contributed in Order Management which involves:
 - Circuit designing for DS1 and EOC circuits in TBS, Xpercom & XNG as per customer requirements
 - Processing BLC/BLD, disconnecting telephone numbers per customer requirements
 - ASR (Access Service Request) and LSR (Local Service Request) provisioning for new circuits, disconnect ordering, cancellation, and modification
 - Synchronoss VFO management for efficient order processing
 - Utilizing web-based applications like TBS Metasolv, Wave, Netcracker, Xpercom, XNG, and Tracker for order management and circuit provisioning
 - Conducting circuit tests and acceptance procedures to ensure delivery of voice and data services to customers

Vendor Management & Procurement Operation Support:

- ❖ Demonstrates proficient understanding of the P2P Cycle
- ❖ Exhibits exceptional organizational skills & strong commitment to foster & sustain productive relationships with clients & vendors
- ❖ Possesses a robust customer service orientation, showcasing adeptness in resolving issues and managing relationships effectively
- ❖ Performing supplier onboarding as per the client's guidelines
- ❖ Coordinating with global/regional/local category managers for data collection
- ❖ Manage Purchase Requisition to Purchase order process in ARIBA
- ❖ Resolving the vendor-related issues, provide consistent service excellence.
- ❖ Collaborating with various teams including Accounts Payable and IT
- ❖ Imparting training to end-users/buyers and preparing process SOP's

Key Achievements:

- ❖ Received numerous appreciations for impeccable and versatile skills
- ❖ Merit of being known as an escalation expert for real-time solutions
- ❖ Significantly contributed in handling teams with zero error

Education

- ❖ **Diploma in Electronics & Communications** from Siddaganga Polytechnic, Tumkur, Karnataka; **2011**
- ❖ **SSLC** from Aryan High School, Tumkur, Karnataka; **2008**

Personal Details

Date of Birth: 13th September 1992

Address: Oval Tower, Business Bay, Dubai

Passport Number: V6507631

Visa Status: Visit Visa

Date & Place of issue: 17-07-2024

Visa Valid Until: 14-09-2024

Languages Known: English and Kannada