

# Amit Minocha

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## Research & Development – Software Engineering – Technical Management

**New Platform Development**  
**Testing: System, IST, UAT**  
**Performance Engineering**  
**Systems Engineering**  
**Delivery & Integration**  
**Capacity Planning**  
**Change Management**  
**Product Management**  
**Client/Vendor Relationship Management**  
**Resource Management**  
**Budgeting & Cost Control**  
**Cross-Team Collaboration**

Analytical, highly adaptable professional with extensive experience in designing, developing, implementing and supporting high availability redundant systems with 5-9's reliability (99.999%). Focused on telecommunications equipment industry supporting 24/7 mission critical systems for Fortune 500 incorporations.

Adept in delivering complex solutions from concept to completion – projects ranging from \$2 million to \$50 million in value.

Skilled in aligning end-user needs with long-term resolutions to complex IT challenges. Track record of success.

Strong knowledge and comfort within wireless telecom, data switching and ecommerce environments, along with all peripheral processes.

Expertise in hiring, training, mentoring, and developing high achieving technical teams.

Accomplished communicator skilled in building and strengthening relationships across functions to drive cohesive, strategic operations.

Experienced in enterprise Telecom products BSS/OSS.

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## CAREER ACCOMPLISHMENTS

- Led a \$40 million migration project to replace a legacy voicemail system to next generation systems in AT&T's mobile network.
- Delivered, deployed and integrated emergency alert/broadcast system (BMC) mandated by FEMA as per FEMA regulations in major wireless providers (e.g. Verizon, AT&T etc.) mobile networks
- Managed custom design and delivery of an eVPN solution for Verizon. Worked with customer team to ascertain their business requirements from functionality and security perspective and for integration with the standard eVPN solution.
- Developed and integrated missed call application (MCA) for Elinpar and Movilnet leading to an increase in customer base in the South American wireless operators market.
- Launched new processes for R&D, test, project build, integration and support teams, streamlining operations at More Magic Solutions. Directed end-to-end product management, m-commerce payment solutions and 35 R&D engineers in Helsinki, Finland.
- Managed combined on- and off-shore development teams across 7+ project life cycles.
- Improved the **performance and capacity** of the Service Management System [SMS] platform that was designed to maintain and provision mobile numbers (records) in a wireless service provider's national network.
  - Client's initial requirement was for 500 TPH (transactions per hour) for adding new mobile phones in their national network, being activated by their service sales stores and partners, with additional platform capacity delivery of 1000 TPH, 1500 TPH, 5000 TPH, 10,000 TPH and 15,000 TPH.
    - Transaction were a mix of adds, updates to existing and deletes where 90% to 95% were new mobile numbers being added.
    - Each add or provisioning request required acknowledgement of the request from the client (store), storing in the master database and prepare the provisioning request as a set of name value pairs for the network element interface subsystem for activating the mobile phone on the target call processing platform in the provider network based on the area code and other requirements.
    - Each network element consisting of redundant platform so a successful activation required successful acknowledgement from the pair of target network element.
  - Initial deployment with a requirement of 500 TPH when delivered to the customer labs, failed to deliver and only performed at ~120 TPH
    - I was engaged and established a test bench run based on customer requirements which only performed at ~ 20 TPH. RCA (root cause analysis) showed that initial tests were performed with a non- loaded database but when the test bench was set up correctly with a database populated with a requirements of existing of 100,000 subscribers, the performance fell to low level due to inefficient database queries, stored procedures etc.

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## Page | 2 Career Progression

- I was involved hands on developing scripts to put platforms and systems under test and load.
- Extensive experience in setting up load runs that executed for anywhere from 24 to 48 hours under constant load with test bench designed to send out pager and/or text alerts under certain conditions
- Logging and log file saves for later analysis etc.
- In telecom sector we relied on UNIX shell scripting, awk, perl and python to automate testing, monitor and analyze test runs to determine bottlenecks and throttling points and performance degrading parts of the system and sub-systems.
- Based on test results and analysis;
  - Made software and database changes across the platform built with 8 sub-systems and around half million lines of code.
  - Modified database schema and made improvements database table indexes for improved response time to queries [inserts, updates, deletes]
  - Added database garbage collections scripts and scripts to monitor file system space for efficient performance.
- In addition was engaged in attending and reviewing new feature design reviews to establish what and how features that touched the database could be implemented.
- Reviews of test results new features and study of those to the overall platform performance and throughput.
- Overall analysis of the platform for CPU, memory and disk I/O usage and impacts.
- **Final result** – improved and delivered a performance and system throughput of 15,000 TPH where I along with a partner worked to achieve this over 14 months [500 TPH to 15,000]

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## PROFESSIONAL EXPERIENCE

**NEWFOUND TECHNOLOGIES** — Columbus, OH

**May 2016 to May 2019**

### Technical Project Manager

Project Managed large complex technical projects from defining project scope, project scheduling, resource identification and allocation, capacity planning, development, testing, implementation, training and post deployment support to project sign off ensuring client satisfaction. Interface with diverse range of clients to complete expansion of sophisticated projects within budget and ahead of schedule. Train internal employees and end users on new applications and processes. Oversee resource allocation, project budget, and project schedule and ensure the deliverables meet the project scope and business requirements.

- Delivered exceptional customer service through responsive interfacing, problem assessment, prompt determination of corrective actions and comprehensive follow-up.
- Directed project management efforts for multiple simultaneous projects with contracts amounting to multi-million dollars.
- Lead diverse group of high achieving technical team including developers, and Project Managers.
- Integral participant in cross-functional troubleshooting of complex systems, software, applications and programs; deliver recommendations for solutions and improvement.

**LUCENT TECHNOLOGIES / ALU** Columbus, OH; Naperville, IL

**May 2003 to Mar 2016**

### Technical Manager / Technical Project Manager / Lead Engineer

Managed 15 direct reports, teams ranging from 5 to 25 engineers and an annual budget of \$60 million for the Professional Services and R&D divisions. Oversaw project management and delivery of Alcatel Lucent solutions and custom application development for North American customers including AT&T, Verizon and Sprint PCS. Provided technical leadership to sales and customer teams finalizing requirements and directing internal teams towards delivering solutions as per project schedule and project goals. Instrumental in integrating customer lab and production network. Oversaw project deployments, integration schedules, subscriber migrations, field technical support; resolved escalated complex technical issues.

- Enhanced Virtual Private Network (eVPN) Project: Directed the project management efforts to customize the interface; managed the implementation of **customer business requirements**, deployment and solution acceptance testing, setting up subscribers and creating class of service (CoS). This customized GUI and backend was developed so that VZW could provide direct access to their corporate customers like Coke having 5000 mobile accounts etc., to manage their mobile phones and assign Class Of Service [CoS] as they needed for their business requirements.
- FEMA's BMC Project: Integrated FEMA's mandated Broadcast Messaging Center (BMC) interface for Verizon enabling them to broadcast location relevant alerts to mobile subscribers.

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## Page | 3 Career Progression

- SurePay Intelligent Network Services: Migrated the subscriber data, balancing load and prepaid subscriber data across multiple sites as per Verizon and AT&T network operations requirement.
- Click to Call and Google Talk Applications: Project managed the development, integration and delivery of the custom “skinnable” applications using Session Initiated Protocol (SIP) stack for call control for voice call service providers.
- Media Gateway (MGW) :Converted digital media streams between disparate telecommunication networks at 27 sites through the integration of MGW 7510 platform to network elements for AT&T.
- Anypath Unified Communication Messaging Platform: Deployed First Office Application (FOA) – a next generation voicemail system for Cingular Network and AT&T – contract valued at \$40million.
- Migration Project: Led a \$40 million migration project migrating Sierra based legacy voicemail system to next generating systems for Alltel, Bellsouth, Cavalier, Cingular, Beaver Creek, Prariewave, Matanuska, and Integra.

**MORE MAGIC SOLUTIONS INC.**, Helsinki, Finland

**Oct. 1999 to Nov 2001**

### Director, R&D

- Managed and led R&D team of 35 engineers in Helsinki, Finland and US in the **mobile payment m-commerce industry**.
- Analyzed scope and subsequently defined organization milestones and KPI's.
- Planned and streamlined the operations and established processes for the core R&D team, test team, product build / integration team, support team and the IT support team.
- Responsible for product management, product architecture evolution and implementation of a carrier class solution and capacity / performance of the m-commerce payment solutions platform in the Wireless Application Protocol (WAP) and WEB environment.
- Integration with content provider's portals.
- Key challenges addressed were in the area of system performance and capacity in a WEB and WAP environment, integration with content provider portals and alarming / monitoring capabilities.

**AT&T BELL LABS/ LUCENT TECHNOLOGIES**, Columbus, OH

**Mar 1993 to Aug 1999**

### Technical Manager / Customer Technical Support (CTS)

- Team selection and management.
- Software update planning and management to meet the customer deadlines.
- Planned the team assignments to expose team members on various aspects of the A-I-Net platforms to build the skill set of the team.
- Supported the Advanced Intelligent Network (A-I-Net) products deployed customer base in the North American (NAR) region and Tier 3 support to local field support teams in South America (CALA), Europe (EMEA) and Asia Pacific (AP).
- Tracked software defect inventory, evaluating system performance and maintaining system Downtime Performance and Outage Frequency metrics of the A-I-Net products of the deployed customer base.
- Analysis of data to identify and drive software quality improvements and system performance based on live customer's networks operations like Sprint PCS, Ameritech, SBC, Verizon, Global Crossing, Alltel, Telecom Italia, Telefonica and Vesper.
- Software defects / requirements issues resolution with vendors and suppliers.
- Supported trials of services in customer networks, managed data during trials and integration of new services in a multi-vendor environment (Motorola, Nortel and Lucent).
- Data migration from legacy customer system to Lucent A-I-Net platforms, integration of service in their existing network and troubleshooting to identify problems and their resolutions.

### Project Management

- Next generation Service Management System (SMS) release targeted for Bell South Long Distance.
- Planning and management of the release progress, resources, schedules and risks.
- Issues resolution across the various platforms comprising the A-I-Net solution and the customer.
- Tracking of architecture, requirements, development, and system testing and quality gates.
- Worked with the accounts / sales team and program managers to resolve customer and business issues.

### Performance Engineering – Service Management System (SMS) Platform

- Lead performance engineer of a team to enhance the Service Management System (SMS) platform performance from 150 Transactions per Hour (TPH) to 10K TPH.
- Managed the activities and deliverables of 3rd party vendor.

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- Technical leadership, vision and direction of architecture changes to support performance growth.
- Key performance related issues were resolved for Sprint, TI and Ameritech.
- Crisis management and resolutions at customers' field sites during and after First Office Application (FOA).

### Developer / Tester

- Design and Development – Feature Engineer for the design, development and training of client-server architecture interface to the A-I-Net SMS via a gateway server to hide the business logic and platform internal the clients.
  - Design used multi-threaded gateway servers as full pass-through virtual SQL servers.
  - Use of stored procedures and triggers in databases (Sybase, Oracle).
- Design and Development – Lead engineer of a team of 6 engineers to implement the Audits sub-system.
  - Worked with senior architects and stakeholders to ensure design of sub-systems met the overall design and implementation strategy of the platform.
  - Planning, design and implementation of platform capability to audit data (subscriber / service) between the SMS and network elements.
  - Scope of feature included design of UI, Database, OA&M and interfaces with other sub-system of the platform.
- Inter System Testing – Responsible for Inter System Testing (IST) and Performance of the A-I-Net SMS to Service Control Point (SCP) Interface Association protocols.
- Participated in the enhancement / resolutions of interface requirements for the AI-Net Product, development of simulators, configuration of hardware / OTS software for communication (HP-9000 hardware platform) with NE's and debugged software and network related problems.

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## TECHNICAL PROFICIENCIES

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**Operating Systems:** Unix, Linux, Windows, MacOS

**Languages** C, bash/ksh, Perl, Python, SQL, Sybase DB, Sybase Client Server Architecture/Computing

**Methodologies** Waterfall, Agile Scrum, Software Development Life Cycle (SDLC), Project Management Methodologies.

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## EDUCATION AND CERTIFICATIONS

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STATE UNIVERSITY OF NEW YORK, Buffalo, NY  
**Master of Science, Electrical & Computer Engineering**

PURDUE UNIVERSITY, Indiana

**Completed 2.5 years of core BS Electrical Engineering coursework [GPA 5.75/6.0]**

PUNJAB UNIVERSITY, Punjab, India

**Bachelor of Science, Physics**