HEMANT SONI

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EXPERIENCE

CAPGEMINI	Atlanta, GA
Lead-TMT Product Development, Management and advisory	*06/03/17* – Present

Executed Digital Transformation Advisory Leading to Product Development

- Led assessment of requirements into technical specifications using the ITIL framework.
- Managed the integration of client visions with in-house wireframe designers to provide clear design specifications.
- Designed solutions for package software implementation and custom software using SAFe methodology.
- Developed and integrated information systems to accommodate IT systems architecture.
- Led testing strategies and project management to ensure products met industry standards.
- Managed application transformation and rationalization initiatives.
- Practiced Agile principles, completing product demonstrations, retrospectives, and resolving action items.
- Developed a smart alert app using Flutter, Firebase, and AWS Lambda to proactively notify customers of potential service outages. Enhanced customer experience by reducing inbound support calls and increasing trust through real-time, predictive notifications.
- Designed and implemented the DICE(Data Integrated Campaign Enhancement) data integration model to enhance campaign performance monitoring and alignment with promotional break-even plans.
  - ✓ Integrated real-time alerts for underperforming campaigns and embedded GenAI-driven suggestions for optimization.
  - ✓ Developed a unique TAM/SAM/SOM modeling framework using Azure Data Factory, significantly reducing customer analysis time and optimizing promotion budgets.
- Implemented smart routing using Pega Decision Hub, Salesforce Service Cloud, and Twilio Flex to drive sales and reduce churn.
  - ✓ Leveraged AI-driven logic to match high-value leads and at-risk customers with optimal agents and channels, improving conversion and retention rates.
- Architected a headless architecture to consolidate multiple discrete platforms into a unified, API-driven ecosystem.
  - ✓ Enabled seamless integration, improved scalability, and reduced front-end dependencies, accelerating digital transformation and platform agility.
- Engineered ML-driven smart alerts and next best action capabilities in a telco order management platform to empower agents with proactive, data-informed selling strategies
- Advisory on next-gen satellite services portfolio to address rural segment and reduce opex/capex

Leading Business Analysis and Application Architecture Advisory

- Analyzed operational gaps and maturity in existing sales applications and infrastructure.
- Coordinated with systems partners to finalize designs and formalize requirements using Story Sizing and Planning Poker techniques.
- Developed informatics-based marketing and advertising technology frameworks to enhance audience targeting, attribution modeling, and cross-channel engagement
- Led the functional design of a GenAI web chatbot, integrating LLM APIs with enterprise systems to enable intelligent, context-aware user interactions
- Led the functional design for migrating a complex, multi-product order management system from Salesforce to Pega, ensuring business continuity and scalable architecture
- Enabled dual-payment platform integration across mobile and web apps for a national beverage brand, enhancing customer convenience and increasing digital sales conversion
- Designed and implemented an AI-driven inbound contact center architecture integrating Google Gemini Agentic AI with the Pega Decisioning Platform

Solution Advisory Through Data-Enabled Strategy for Metaverse and IoE Platform

- Delivered business analysis for IoE platform integration with SMART city platforms using 5A frameworks, providing centralized and automated application management.
- Provided system integration for application development to Sprint, Nokia, and Ericsson for their OSS transformation projects.

- Designed, developed, and managed technology business readiness checklists for program readiness, assessing risks and recommending workarounds.
- Created a SharePoint intranet webpage for program communication, increasing user awareness by 75% and fostering constructive dialogue.
- Streamlined product features over development iterations through change registers and business process improvements, reducing estimation processes for change requests.
- Developed, established, and operated a program communication model.
- Project Recovery and Thought Leadership
- Recovered impacted projects with Fortune 50 organizations.
- Organized use cases for hackathons and authored thought leadership articles related to telecom architecture and product development.
- Pioneered the development of an industry-first Metaverse-as-a-Service (MaaS) platform—delivered as a SaaS solution for immersive enterprise experiences.
    - ✓ Positioned to unlock multi-million-dollar revenue streams, enhance customer retention by up to 35%, and reduce operational costs by over 20% through scalable virtual engagement and automation in industrial environments.
- Successfully led project recovery for GE Vernova within 3 weeks, stabilizing delivery and restoring client confidence.
    - ✓ Achieved rapid turnaround that saved significant client costs and unlocked new revenue opportunities through accelerated execution.
- Engineered SLA-anchored operational workflows for a new MVNO, transforming service stability into a launchpad for accelerated revenue growth

iSIGMA   Atlanta, GA
Product Development and Program Management Lead   *15/08/16 – 03/03/17*
Delivered advisory for product life cycle management for customer care and billing application for smart meters
- Streamlined business processes for merging energy retailers: Identified causes and provided solutions for migrating from legacy architectures to a web-based application framework.
- Delivered projects on time and within acceptance criteria: Managed project needs in a hybrid methodology environment during the transition to Agile.
- Reported progress to stakeholders: Utilized Sprint Burn-Down Reports, Iteration Burn-Down Reports, and velocity target updates.
- Organized and facilitated Agile and Scrum meetings: Conducted Sprint Planning, Daily Scrums, Sprint Check-Ins, Sprint Reviews, and Retrospectives.
- Coordinated with systems partners: Finalized designs and formalized requirements using Story Sizing and Planning Poker techniques.
- Executed projects for new client implementations, upgrades, and enhancements: Managed advisory and project delivery for customer information billing systems SaaS solutions.
- Drove requirements sessions and gained consensus: Engaged business owners using agile development practices.
- Led QA efforts: Developed test cases and implemented UAT via traceability matrix.
- Developed collaborative project plans: Managed the performance of project tasks.
- Streamlined business and system processes: Identified causes and provided creative solutions.

CENTURYLINK   Monroe, LA
Business Analyst-Intern, Corporate Strategy   *23/05/16 – 31/07/16*
Delivered business plan strategies by analyzing market intelligence and strategic investments
- Managed vendor and client relationships: Oversaw the deployment of new software releases.
- Led large-scale projects: Coordinated cross-functional teams for technology refresh programs in billing platform transformations.
- Provided strategic support to senior leadership: Championed new strategies and projects on 5G, small cells, and MVNO.
- Optimized go-to-market strategy for PRISM TV: Evaluated market intelligence to enhance strategy.
- Collaborated with senior management: Analyzed market demand forecast models.
- Generated strategic insights: Increased revenue, profitability, and partnership opportunities.
- Formulated phase zero strategy roadmap for IoT healthcare product: Conducted technology assessment and business model analysis, leading to product conceptualization and business plan evaluation.

- Developed architectural improvement plans: Assisted in prioritizing and planning for CenturyLink platform enhancements.
- Recommended process changes using eTOM framework: Improved call flow for incident management, addressing fragmented user interfaces due to M&A.
- Analyzed and recommended SaaS product improvements: Based on competitor marketing campaigns, product value propositions, and competitive differentiation in digital marketing.
- Identified disruptive technologies and companies: Evaluated potential acquisitions to enhance product and service offerings.
- Delivered strategic and creative research: Supported M&A opportunities for IoT product lines.
- Advisory on creation of satellite services portfolio and architecture to support next generation services integration.
- Supported senior leadership on 5G, small cells, and MVNO strategies.

GEORGIA STATE UNIVERSITY (*Instructional Innovation & Technology*)   Atlanta, GA
Business Analyst   01/01/16 –20/05/16
Business analysis and problem solving for clients through process innovation
- Managed program for business process management in technology services
- Conducted correlation analysis of technology service processes for merging entity (Georgia Perimeter College)
- Provided strategy consulting in operations excellence using DMAIC methodologies
- Developed advanced analytical models to enhance business process effectiveness
- Aligned technology with business strategies for compliance monitoring and process improvements
- Conducted IT process audits: Analyzed "as-is" processes and made strategic recommendations to bridge gaps using identified frameworks
- Analyzed performance scoring models using Tableau
- Delivered executive presentations on cloud computing business development and strategy
- Developed internal client-facing gap analysis documents: Provided conclusive results for automation planning and testing
- Routinely interacted with client senior leadership to manage expectations
- Reviewed and recommended products to enhance cloud infrastructure
- Oversaw IT process audits: Analyzed "as-is" state using BPMN methodology for university technology services, proposed pain-gain matrix framework, and improved 150+ IT processes
- Conducted due diligence through data analysis: Developed future IT strategy

EVALUESERVE (*Telecom, Media and Technology Practice*)   New Delhi, India
Lead Corporate Advisory and Strategy   *26/* 09/11 – 31/07/15
Leading Consulting Requirements for Product Strategy and Market Intelligence Team
- Developed cloud-based channel architecture for a leading IT OEM, providing insights into partner frauds and new partner discounting opportunities.
- Enhanced Tata Communications' Go-To-Market outreach by 21% through market data analysis and an enterprise sales enablement solution, increasing insights by 75%.
- Assisted a leading US IT OEM with analytics and big data integration, resulting in a ~5% increase in renewals through predictive analytics.
- Supported CXO strategy teams on trends and inorganic opportunities, quantifying key issues affecting successful product acquisitions.
- Studied prospective acquisition targets in the industrial IoT domain, providing future solutions and growth opportunities for a large IT OEM.
- Assessed competitive space and segmented customer needs, driving growth strategy for IT/telecom IoT services markets, achieving an ROI of $85 million for Mitsubishi.
- Delivered qualitative research for Cisco, creating an enterprise knowledge management system and improving time-to-market by 23%.

Market and Business Development for New Client Assignments
- Credited with enabling Mitsubishi's market entry in India through strategic planning, regulatory alignment, and partner ecosystem development
- Named Cisco's Consulting Services and shaped its portfolio strategy in 2007, driving global brand alignment and service architecture during a key phase of the company's expansion
- Built Cisco's first in-house analytics team for market intelligence across IoT, Cloud, Security, Telecom, and Cybersecurity.

- Delivered over 150 strategic reports in 12 months, saving the company $2.5M in external research costs and directly supporting 5+ partner-led acquisitions.
- Provided business development support, creating RFIs and RFQs, generating approximately $3.5 million in revenue.
- Executed 55+ projects, supporting strategic and business planning, competitive analysis, vertical solution analysis, and channel programs for Top Fortune 500 clients.
- Assisted the Project Management Office, defining PMO standards, applying PMI methodology, and implementing major e-commerce and infrastructure projects.
- Developed custom strategic reports, improving time-to-market by 23% and reducing costs by $0.5 million.
- Advised clients across verticals, enabling investment and strategic decisions, and providing technology business value realization.
- Executed projects on security, interoperability, device connectivity, and regulatory compliance, enhancing medical device data integration for HIPAA/HITECH compliance.
- Enabled team collaboration and streamlined workflows, improving communications for patient examinations and consultations.
- Determined strategic market opportunities using a value-based IT approach for sales and marketing.
- Developed gap analysis and value map creation, creating point-of-view papers for operational services.
- Implemented a comprehensive knowledge management cloud portal, enhancing market intelligence and digital services.
- Advised on analytical methodology to meet client IT operation services needs.
- Developed digital plans and identified market opportunities for telecom/IT equipment manufacturers.
- Provided business subject matter expertise, creating technical and non-functional design documents.
- Developed e-commerce digital plans and market opportunity analysis, providing business analysis and recommendations to executive leadership.
- Recommended applications for cloud migration, assisting in migration and deployment, and integrating solutions with Single Sign-On and Business Process Management.
- Checked achievement of intended benefits and helped administer new platforms.
- Delivered automated pre-sales lead processes, resulting in faster go-to-market.
- Managed strategic research projects, supporting telecom operators, over-the-top content providers, and digital media companies, generating $1 million in revenues.
- Implemented BPM engagements for Cisco, increasing resolution speed by 70%.
- Managed a 5-member program management team, expanding the QA contract and growing the team to 10 members over three years.
- Created future trends summary with 5G and satellite communication for a leading telecom operator.
- Developed onshore-offshore models, working at client locations in the US for new Lines of Business in QA and program management.

VODAFONE
Telecom Operations Manager

New Delhi, India
7/11/03 – 23/09/11

- Ensured technology consistency and integration: Implemented business strategies to maintain seamless technology operations.
- Innovated customer care processes: Eliminated bottlenecks, reducing rework by 25%, monthly complaints by 70%, and preventing customer churn.
- Standardized and automated network complaint resolution: Designed a hot bill SMS application, increasing network maintenance visibility and reducing complaints by 24%.
- Prepared disaster recovery and crisis management plans: Ensured network operations continuity and identified risks associated with network architecture.
- Led system upgrades and software releases: Managed IT billing platform upgrades with minimal outages, migrating to next-generation networks.
- Analyzed and resolved complex network challenges: Improved cost savings and customer loyalty through process improvements.
- Directed telecom BSS and OSS transformation projects: Led teams on 2 greenfield and 3 brownfield projects, successfully delivering multiple projects within scheduled timelines.
- Managed software testing activities: Oversaw testing throughout the project lifecycle, including major releases and service packs.
- Served as Program Manager SME: Managed multiple vendor PMs, project plans, risk management, release management, and published program delivery dashboards for SDLC phases.
- Defined TDD and test case automation: Extensive experience in Telecom BSS and OSS, IT operations, business and operations analysis, and developing standard operating procedures.

- Interfaced with IT and marketing product management: Defined product specifications, created use-case documents, test plans, and test case documents.
- Conducted detailed infrastructure planning: Developed Visio diagrams, gap analysis documents, and automation planning and testing.
- Interacted with client senior leadership: Managed expectations through routine interactions.
- Private and Public Cloud Architectures: Expertise in IaaS, secure multi-tenancy architectures, high availability, disaster recovery solutions, sizing, capacity planning, performance analysis, and tuning.
- Enterprise IT Architecture: Developed frameworks, strategies, processes, and governance.
- Collaborated with global product leaders: Transitioned new products, services, and revenue streams into the region, providing input on competitive landscape and product requirements.
- Achieved growth in challenging environments: Introduced cost-saving services and continuous solutions.
- Developed managed services and outsourcing methodologies: Enhanced core network and operations teams.
- Improved customer satisfaction: Developed software for client experience management.
- Optimized data center network operations: Applied ITIL/SDLC project methodologies for project timeline scoping, milestones, and deliverables.
- Planned and deployed network infrastructure for Delhi's inaugural Half-Marathon, enabling seamless connectivity for 500,000+ participants
- Led Siemens Intelligent Network upgrade for prepaid systems, including new hardware deployment, ensuring zero customer impact and minimal review exposure. Delivered seamless migration with high system availability and operational continuity.
- Expert in managing telecom infrastructure across Motorola, Siemens, Nokia, and Huawei platforms, spanning technologies from 2.5G to 5G.
- Proven track record in multi-vendor network integration, optimization, and lifecycle management across evolving mobile generations.

GLOBAL TELE SYSTEMS LIMITED (*System Integrator*)   New Delhi, India
Consultant – Project Delivery   01/01/03 – 31/10/03
BSS/OSS Transformation Specialist
- Led and completed over 15 BSS and OSS transformation projects: Demonstrated strong project management skills in transforming business and operational support systems.
- Planned and executed a major network swap project: Successfully managed the comprehensive upgrade and replacement of network infrastructure.
- Took on an advanced role to oversee the testing of four projects simultaneously: Efficiently coordinated and managed the testing phases for multiple projects at once.
- Consistently exceeded expectations in a dynamic environment: Effectively handled constant re-prioritization, new tasks, and shifting deadlines.

EDUCATION

GEORGIA STATE UNIVERSITY, J. MACK ROBINSON COLLEGE OF BUSINESS   Atlanta, GA
Master of Information System MS (Top 1% of the COHORT)   07/16
- Concentrations: Managing IT and Enterprise Architecture - GPA 4.00

INDIAN INSTITUTE OF FOREIGN TRADE   India
Master of Business Administration - MBA   03/13
- Concentrations: Strategy and Operations - GPA 3.90

ALL INDIA MANAGEMENT ASSOCIATION   India
Post Graduate Diploma In Management   08/09
- Concentrations: Marketing Management - GPA 3.13

SHIVAJI UNIVERSITY   India
Bachelor of Science in Electronics Engineering   07/02
- Honors Student (Top 5% of the COHORT) - GPA 3.70

ADDITIONAL INFORMATION

Certifications: ITIL V3, CSM, CSPO, SAFE AGILE, Agile Architect, Gen AI Certified, AWS Cloud |
Community Service: Veterans of Foreign Wars
Skills: Result Oriented, Value driven, Creative, Economic Knowledge, Proactive and Practical