



RIZWAN ABDUL RAHMAN ASHTIKAR

Telecom & ICT | Enterprise Delivery | Digital Transformation | Data & AI Initiatives

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Summary

- **Certified Senior Professional:** MBA graduate currently pursuing a Master's in Data Science, with 17+ years of experience across Telecommunications and IT industries in the Middle East and India. Certified in PMP, PRINCE 2, PMO, ITIL, TOGAF, Lean Six Sigma, Agile Scrum Master, and other industry-recognized certifications.
- **Transformation & Value Creation:** Proven track record of leading multi-million-dollar transformation programs spanning data initiatives, AI enablement and tech modernization – turning strategy into measurable business outcomes and long-term value creation.
- **Delivery Excellence:** Extensive experience in end-to-end delivery of telecom, ICT and B2B managed service solutions for enterprises across Hospitality, Construction, Banking & Finance, Government, and Strategic sectors. Successfully optimized Order-to-Cash (O2C) lifecycle, resulting in improved revenue realization and service delivery performance.
- **Executive Stakeholder Management & Governance:** Track record of engaging with C-suite leadership, managing complex multi-vendor ecosystem and strategic partnerships, ensuring execution roadmap aligned to business objectives and organizational OKRs, while maintaining governance and delivery oversight.
- **Operational Know-How:** Hands-on experience across customer service, network operations and service management with a results-driven mindset focused on continuous improvement, across enterprise ecosystem.

Areas of Competencies

Transformation & Delivery:

- Strategy Execution & Business Alignment, Program & Project Management (Agile, Waterfall, Hybrid), Digital Transformation, OSS/BSS Modernization, Telecom & ICT Solutions, PMO Governance & Processes Alignment, Risk & Issue Management

Data & AI Initiatives:

- AI enablement, Data Platform Modernization, BI Reporting, Predictive Analytics, Data-Driven Decision Making, Data Science, Machine Learning, Agentic AI

Service Delivery & Operations:

- Service Delivery Management, Managed Services Delivery, Customer Experience (CX), Client Services, Incident, Problem & Change Management, Escalation & Crisis Management

Leadership & Governance:

- Stakeholder & Client Management, C-Level Engagement, Executive Reporting, Governance, Multi-Vendor & Partner Management, Negotiation & Conflict Resolution, Analytical Thinking & Problem Solving

Work Experience

Omantel, Muscat, Oman

Digital Transformation Project/ Program Manager | Dec 2022 – Present

- Led a \$15M+ Enterprise Data Platform Modernization program, delivering a greenfield PI Telco-based solution to establish a centralized "single source of truth". Enabled real-time capabilities and enterprise-wide data accessibility through semantic layer supporting self-service analytics and enhanced business intelligence, including implementation of data catalog and lineage.
- Led transformation of legacy to modern data model, ensuring alignment with business and regulatory requirements, while delivering integration across telco and non-telco systems, hyperscalers and downstream applications.
- Leading a \$10M+ strategic AI transformation & monetization initiative in partnership with a local startup under a revenue-sharing model, aligned with Omantel's vision to scale enterprise AI adoption. Driving the deployment of LLM-powered solutions leveraging RAG architecture on national digital infrastructure supporting enterprise digital ecosystem, enabling AI-as-a-Service offerings, accelerating commercialization, and contributing to projected revenues of \$13.3M+ over a 5-year period.
- Managing end-to-end delivery of AI-driven use cases, integrating machine learning models and agentic AI layers within a hybrid (on-premise + cloud) architecture ensuring alignment with a structured value realization framework, contributing to projected revenue of \$7.5M+ over 5-year period.
- Overseeing high-impact OSS/BSS modernization as part of the broader Telco-to-TechCo transformation, enhancing system scalability and readiness for next-gen digital services.
- Managing 40+ cross-functional and geographically distributed resources within a multi-vendor ecosystem, ensuring execution, governance, and stakeholder alignment at enterprise scale.

Etisalat e&, Dubai, UAE

Service Delivery Project Manager | Aug 2014 – Nov 2022

- Led end-to-end delivery of 30+ large-scale telecom and enterprise managed services projects, encompassing dedicated Links, MPLS (L2 & L3), FTTx, PABX, SIP, PRI, SD-WAN, LTE, IoT, UCaaS, and e-Hosting, contributing to a revenue portfolio exceeding \$190M (AED 700M+).
- Played a key role in year-end revenue closure and backlog clearance, enabling service order-to-billing conversion exceeding \$40M+ (AED 150M+) through structured war room execution to achieve year-end targets.
- Oversaw client engagements collaborating with Presales, Sales & Marketing, Engineering teams to drive RFP responses, solution positioning, and technical feasibility assessments.
- Managed the full lifecycle of B2B service delivery from solution design, implementation and testing through go-live, ensuring alignment with corporate KPIs, high delivery standards, and strong client satisfaction.
- Drove operational excellence across the end-to-end Order-to-Cash (O2C) process including Order Management, Work Order Tracking and Invoicing, contributing to timely revenue realization.
- Consistently met and exceeded performance and service quality KPIs, reinforcing customer trust.
- Supported process optimization and automation initiatives, achieving measurable reductions in lead-time, rework and escalations.
- Managed cross-functional teams, vendors, and field operations ensuring on-time deployments and maintaining a high Client Satisfaction Index (CSAT).
- Served as a primary escalation point for critical service issues, ensuring timely resolution.
- Contributed to the setup of unit-level PMO framework, including templates, standardized processes and guidelines.

Reliance - Global Cloud Xchange, Navi Mumbai, India

Network Associate | July 2013 – Mar 2014

- Served as key representative for Global Managed Services, in 24x7 Network Operations Center (NOC) support, leveraging BSS/OSS tools and adhering to ITSM best practices.
- Monitored and responded to network events, alarms, and fault notifications, ensuring proactive incident detection and resolution through efficient trouble ticket management and real-time system monitoring.
- Conducted Level 1 (L1) diagnostics for IP/MPLS and data circuits; coordinated with local loop providers and global telecom partners to facilitate timely troubleshooting, remote fixes, and field dispatches.
- Collaborated with Level 2 and Level 3 support teams to escalate complex or persistent issues, maintaining incident logs and facilitating root cause analysis (RCA) for recurring problems.
- Achieved a 95% corporate client satisfaction (CSAT) score.

Dalvi Bros, Chiplun, India

Customer Service Representative | Jan 2012 – June 2013

- Delivered high-quality customer support through inbound/ outbound calls and email correspondence, effectively addressing product inquiries, processing service requests and promoting loyalty and rewards program.
- Reduced complaints and maintained 75% client satisfaction (CSAT) rating, by applying problem-solving skills.
- Analysed regional market trends and customer behaviour to support sales planning and growth strategies.
- Coordinated with suppliers and logistics teams to manage inventory levels and ensure Just-in-Time (JIT) fulfillment of custom or urgent orders, improving delivery timelines and cost efficiency.
- Enhanced customer retention by proactively addressing service gaps and providing personalized support.

Blueroad Technologies, Pune, India

Service Delivery Specialist | Mar 2007 - Mar 2010

- Led service delivery operations - overseeing service order processing, tracking, and fulfillment, while ensuring adherence to SLAs, quality benchmarks, and customer expectations.
- Provided robust operational support to minimize disruptions.
- Supported IT Projects as a project coordinator, assisting in project planning, milestone tracking, resource scheduling, and status reporting to ensure timely execution and alignment with delivery goals.
- Facilitated effective coordination between teams, improving cross-team communication and productivity.

Academics

- **Master in Data Science (Expected Aug 2026) | UCAM Universidad Católica San Antonio de Murcia, Spain**
- **Master of Business Administration (2014) | Dr. C. V. Raman University, India**
- **Bachelor of Computer Applications (2012) | Dr. C. V. Raman University, India**

Professional Certifications

- PMI - Project Management Professional (PMP)
- PMI - PMO Certified Practitioner & Professional
- SCRUM Agile Master Certified
- SCRUM Product Owner Certified
- PRINCE2 (Foundation & Practitioner)
- TOGAF 9.1 (OG0-093) Level 1 and 2
- Lean Six Sigma Green Belt & Six Sigma Yellow Belt
- Certified Strategy Professional
- ITIL in IT Service Management
- CCC Cloud Technology Associate
- AWS - Cloud Practitioner (CLF-C01)
- AWS - SA Associate (SAA-C03)
- Microsoft - Azure Fundamentals (AZ-900)
- Microsoft - Dynamics 365 Fundamentals (MB-910)
- Microsoft - Power Platform Fundamentals (PL-900)
- DevOps Fundamentals
- Certified Entry level Python programmer (PCEP-30-1)
- TM Forum - Managing Digital Transformation with Open Digital Framework (ODF) Awareness
- TM Forum – Introduction to TM Forum & Open Digital Architecture (ODA)
- Corporate Governance

Courses

- PMI - Data Landscape of Gen AI for PMs
- PMI - Generative AI Overview for PMs
- PMI - Professional in Managing AI (PMI-CPMAI)
- LinkedIn - AI for Business Leaders
- LinkedIn - AI in Project Management
- LinkedIn - Design Thinking: Implementing the process
- LinkedIn - Building a Gen AI Tech Strategy
- LinkedIn - Business Process Improvement
- LinkedIn - Change Management Foundations
- LinkedIn - Strategic Thinking
- LinkedIn - Agile Project Management: Comparing Agile Tools
- LinkedIn - SAP ERP Essential Training
- Simplilearn - Digital Transformation
- Udemy - Financial Modelling: Build forward looking model
- Great Learning - Data Visualization using Tableau

Awards & Recognitions

- **“Big Bonus Award” presented by Group CBO** for outstanding achievement in **Dark matter E2E deal**, at Etisalat
- **“Outstanding Project Contribution Award (OPCA)” presented by CBO** for significant contribution in winning **DEWA Smart Grid Project**, at Etisalat.
- “Certificate of Appreciation” for **exceptional performance** during Year 2020 at Etisalat.
- “Certificate of Appreciation” for **extraordinary & remarkable efforts** in UCaaS service provisioning, at Etisalat.
- “Certificate of Appreciation” for **Thomson Reuters Project**, at Etisalat.
- “Certificate of Appreciation” for **Best Achievement in Corporate KPI** at Etisalat.
- “Certificate of Appreciation” for **excellent performance in the Year 2018** at Etisalat.
- “Certificate of Appreciation” to **achieve management’s target in the Year 2018** at Etisalat.
- Awarded for **“Contribution to achieve Year 2017 target”** at Etisalat.
- “Certificate of Appreciation” for **excellent contribution in Business Colocation 2016** at Etisalat.
- Awarded **Monthly Excellence Award SEVEN times** for **“Exemplary performance”** at Etisalat.

Languages

- English – Fluent (Read, Write, Speak)
- Hindi – Fluent (Read, Write, Speak)
- Marathi – Fluent (Read, Write, Speak)
- Urdu – Intermediate (Read, Speak)
- Arabic – Beginner (Read, Speak)