



## **EXPERIENCE & BACKGROUND INFORMATION:**

**Work Experience**      **November 1994 – Present Date : MAURITIUS TELECOM Ltd.(MT)**

September 2007 to Present Date : With the reorganization at Mauritius Telecom, I have been appointed as Senior Executive Network Planning whereby I am responsible for the Planning and Implementation of Fixed, Mobile , Internet and Converged services.

Some key Topics on which I am presently working are as follows,

1. Broadband island wide coverage in Mauritius through utilization of a number of technologies xDSL, FTTB , FTTC, 3G HSxPA and WiMAX.
2. Technology & Network Masterplan for Fix, Mobile & Internet.
3. Setup of Converged Core for Fix and Mobile.
4. Based on this converged core to move towards Converged services such as UMA.

January 2002 to August 2007: I was appointed as Head of Cellplus Networks Division in January 2002 whereby I have been overseeing all network related issues at Cellplus. The main achievements have been as follows,

### **NETWORK KPI & NETWORK QUALITY**

One of the main reasons customers would opt for a mobile Network is the Network Quality they can derive from it. Over the five and half years the following Key Network KPIs have been improved constantly and are as follows,

- Customer Base has increased from 196k in Jan 02 to 494 k in Aug 07
- Peak Busy Hour traffic has increased from an average of 2,157 Erlang in Jan 02 to 6,500 Erlang in Aug 07.
- Congestion has decreased from 27.1% in Jan 02 to be on average less than 0.5 % in Aug 07
- Network Call Drop has been maintained at 2.07% in Jan 02 to 0.78% in August 07.

### **MOBILE BROADBAND NETWORK**

- Legacy Switch has been replaced by a R4 switch which has a software capacity of 550k and Hardware capacity of 1 million.
- Some 45 k Customers have activated their GPRS service on the network.
- Implementation of 3G Phase 1& Phase 2– Radio, Core & Packet Network
- Implementation of GPRS Data Network and current EDGE deployment.

### **NETWORK EXPANSION**

- Key Figures for the Radio Network
  - 2G - BSC– 11; Base Station – 247; Sites – 173 Cells - 620
  - 3G – Radio Network Controller – 1; Node B Sites - 45

- Key Figures for the Core Network
  - Converged Core – 2G & 3G – 550k Customers software and 1 million Hardware.
  - Core 2G – 5000 PDP context; Core 3G – 2100 PDP context
- Setup of a new network in Rodrigues

### **TRANSVERSE PROJECTS**

- Co-Leader in First MT Group Transverse Project Initiative – Evaluation of Services Platform within MT Group -
- Based on Recommendation of Services Platform – Successful Implementation and Switchover of 450K Customers on new IN Platform
- NExT Project – Project Leader for Mobile Broadband
- Product Leader in a number of TTM Projects – BlackBerry, Business EveryWhere, Zebra & Tango.

### **SERVICES**

In addition to the core services a large number of Value Added Services have been implemented. VAS are important as the latter not only bring additional revenue through Premium Content but also act as a Deterrent to CHURN.

The Services launched are namely Infocom services, Chat Service, W@P, Optimal Call Routing, Ring Tone & Logo, Missed Call Alert – Mobile & Fixed , MMS, ATM Top UP solutions, Location Based Services, Mobile VPN, GPRS Roaming, Mobile Banking, Radio SMS, Web2SMS, SMS2TV, Push Mail and other SMS related services.

As mentioned above, I have been Leading a number of initiatives at TTM Level for implantation of FT Group recommended Projects – Business EveryWhere , Zebra & Tango.

March 1997 – December 2001 : I was assigned to the Cellplus Network Planning Department, where I was responsible for the network expansion, frequency plans preparation, cellular network optimisation and introduction of new cellular technologies. As such the deep involvement in the cellular planning activities at Cellplus, have enabled me to gain an in depth and expert knowledge of the GSM and cellular technologies.

However for efficient and effective cellular network planning, understanding of GSM technology alone is not sufficient. A thorough understanding of Switching, Transmission and Power principles is required, as all these are important in the setting up of a cellular network.

Furthermore being responsible of the cellular Planning Department, this has enabled me to develop a strategic focus with respect to my internal interactions at Cellplus Operations / Maintenance and Optimisation departments but also with respect to the external departments at Mauritius Telecom.

February 1996 –March 1997 : I was posted in the Access Implementation Unit

where my job responsibilities included access network development using a range of technologies ranging from cable network expansion, implementation of analog and digital Pair Gain Units for waiters release and testing of Fibre to the Curb systems. Managing people constituted also constituted a major part of my job activity.

Also being part of the Network Planning and Implementation team this has enabled me to gain contact with different aspects of the Telecommunications network.

November 1994 – February 1996 : I was first posted to the Access Network Installation & Maintenance Control Centre, where I was responsible to coordinate and implement plans for maintaining the access network in the North Region. I was also responsible for preparing MIS reports for follow up of management set targets.

**June 1994 – November 1994** : Ireland Blyth Ltd. (IBL)

I joined the Contracting Department at IBL. I was responsible for the implementation, testing and commissioning of a Building Management Systems (BMS) at the Head Quarters of the Mauritius Commercial Bank, which was completed successfully.

**New Technology.** Today mobile voice traffic is becoming a Commodity item with obvious decrease in the revenue to be gained from this service. As part of my responsibility at Cellplus I am required to develop new applications based on new technologies which will increase the ARPU and reduce CHURN. Development of such services is achieved only through the coordination of what the MARKET wants and how well and cost effectively to deliver it. An important factor taken into account in the in the development of new services is the convergence of the Mobile , Fixed and the Internet.

On the cellular aspect the NExT Mobile Broadband Project initiative is considering what are the potential customer requirements in terms of Broadband and eventually how well to match these requirements with an evolving Mobile network whilst ensuring effective CAPEX.

**Leadership & Motivational Skills.** My work environment during the first two years at MT, was such that I was involved with large number of persons (my team included more than seventy persons) which I had to manage. For efficient management of the human factor, I had to develop special communication and managerial skills to motivate people, who sometimes have been doing the same repetitive job for over twenty years, to be more productive so as to meet set targets.

At Cellplus during the last five years I have been managing a Technical staff count of 50, which represents around 1 Technical Staff per 9000 Mobile Customers. During that period of time, I have been managing the,

- Strategy & Planning Unit
- Networks Operation Unit
- Networks Optimisation Unit
- Value Added Services Unit

Effective management and synergy has been obtained from the Team through adopting a constant Loop Back Process. Thus information obtained from Customers, Network KPIs and Implementation status are fed back to the Planning Team so that the latter take this into account.

**Continuous Learning** In order maintain competitiveness in today's work environment, it is essential that learning be a continuous process. As such I have read for an MBA at the University of Mauritius on a part time basis. I have completed my MBA in June 2002.

Reading for an MBA has been an engrossing and challenging experience, whereby I have had to cultivate and seek out a balance between the intellectual, professional and private aspects of my life. This experience has undoubtedly been beneficial to me as per the professional exigencies in the new work environment

With the convergence of Internet and Mobile, I have followed a ten weeks course in CCNA which effectively covers the IP requirements in the Mobile environment.

**Training and Conferences** **Sep 2006** – Local Training on MPLS  
**July 2006** –Local Training on IP in Mobile Network

**June 2006** – Participated in the Emerging Network Seminar with FT DI in Paris.

**August 2004** – Local Training in CCNA.

**Feb 2003** – Participated in GSM World at Cannes.

**April 1997 – May 1997:** I was provided with five weeks of training in the Cellular field at Alcatel in France. The training included fundamentals of the GSM system, Planning of a cellular network and Optimising aspects for a cellular network.

I have participated in several mobile forums both at regional (Madagascar) and international level (Portugal, Egypt, France & South Africa).

**Membership to Professional Bodies** I am a member of the Institute of Electrical & Electronics Engineers(IEEE). I am also a member of the communication society.

**Technical Skills**  
**Operating Systems and Office:** Windows, Linux, UNIX, Excel, Access, Outlook, PowerPoint  
**Network:** IPv4, IPv6, TCP, UDP, RTP, SIP, MPLS, Ethernet, SS7, switch, hub, CISCO Router  
**Mobile:** GSM, GPRS, UMTS, WIFI, Mobile IP  
**Language:** C, HTML, PHP, SQL, Visual Basic & Matlab.  
**Telecommunication Tools:** QVoice, TEMS, RNO, MapInfo & Planet

**Extra Curricular Activities**

- VP of JCI LOM Board 2008
- Avid Reader
- Family Outings & Trekking