

HEMANT SAMTANI

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Profile Summary

- Senior business leader offering success of **20 years of experience, expertise, and exposure in** enabling an **organization to drive change, transform and grow.**
- Leader with a **strong growth mindset** enabling the team, the org and the company to achieve more value year on year by delivering on / beyond targets.
- **Global experience** working across **Service Providers** helping them in their transformation journey to build internet of the future.
- Extensive experience in managing Centralized Global Service Delivery (Professional services, Support services, Managed Services) across Technology groups.
- Experience **managing P&L for a Technology Practice & customer segment**, large Service Provider
- Managing large teams (300+) & building high performing multi-cultural teams
- Gained expertise across technologies in **5G Ready Transport and Network Automation, 5G SA, 5G NSA, LTE/EPC, CNDP, Telco Cloud, Virtualized Packet Core, Data Center Compute, DC Networking, Segment Routing, Security,**
- Expertise in **Program Management** with skills in directing all phases encompassing budgeting, planning, vendor selection & execution.

Core Competencies

Professional Services Global Delivery

CxO relationship management

Global stakeholder management

P&L management

Budget planning / COGS management

Driving change across large team / org

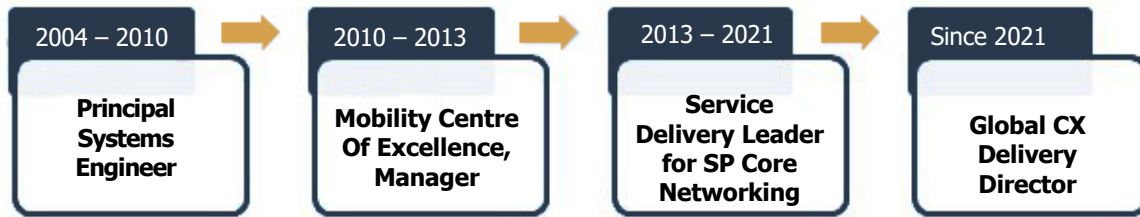
SP transformation

Startup experience & mindset

Global teams leadership

Education

- ❖ **Master Of Science in Electrical Engineering** from [University of Southern California \(USC\)](#) - 2003
- ❖ **Bachelor Of Engineering (BE - Electronics & Telecommunications)** from [University of Pune, India](#) - 2001



Work Experience

Key Result Areas

- Delivering [Cisco technology and solutions](#) to global Service providers enabling them in their transformation journey to 5G and beyond
- Collaborating with Product management to provide field feedback on products, solutions and services, adoption of offers & GTM strategy
- Aligning with the [executive leadership on organization strategy](#) and driving change and transformation
- [Spearheading several operations](#) including KPIs, OLAs & SLAs Management (Service Level Agreement), Volumes Management, Team Utilization, CSAT (Customer Satisfaction), Resolve & Closure Rate, RCAs (Root Cause Analysis), Head Count & Forecasting
- Directing all [critical/major incidents & service requests](#); supervising critical incidents from inception to closure within SLA; managing & coordinating with [multi-functional teams](#) to expedite the [technical recovery process](#) after major incidents;
- Performing **impact analysis** to determine the severity of an incident; generating incident report on major incidents for upper management review
- Delivering collaborative cross-functional [business management, people management and consulting-led engagements](#); managing large business initiatives and virtual teams to enhance organizational effectiveness
- [Developing influential relationships with business leaders](#) across the organization to deliver change [and drive business outcomes](#)
- Harnessing **technology innovation** by empowering others and driving digital agenda of the organization

Since May 2021 with Cisco Systems India: Professional Services– Service Provider And Data Centre Technology Group

as Global CX Delivery Director

Key Result Areas:

- Focused on enabling SPs globally drive transformation to 5G across 5G Transport, 5G Mobility, Optical, 4G CUPS, Telco cloud, ACI, DC Networking, Automation, Orchestration & Assurance
- Working with sales teams to drive presales with global SP customers contributing to business growth & upsells and insertion of new architectures/ solutions in customer network.
- Fronting high visibility customer engagements in APJC region (Indonesia, India, Philippines, India) engaging with CEO's to drive focused, targeted outcomes for the Service Providers
- Delivery of large-scale & high complexity projects (100+ team) and network operations; trusted advisor for sales teams and customers in APJC region

May 2013 – May 2021 with Cisco Systems India Service Provider as Service Delivery Leader for SP Core Networking & Mobility for APJC

Key Result Areas:

- Worked as Service Delivery Leader for **APJC Mobile Packet Core business**: Bharti Airtel, KDDI, RJio, Vodafone, Viettel, Optus, Spark and VF NZ
- Delivered **annual booked business of \$12M across the region**, owned P&L and large-scale complex projects and network operations
- Established Packet **core network operations team for Vodafone India (team of 80 engineers)** translated to an annual services business of \$3M for Cisco
- Service Delivery Executive and P&L owner for Vodafone Idea account managing a services P&L of \$6M

- Delivered & managed the following projects:
 - ⇒ Bharti Airtel 3G/4G packet core, Mobile Backhaul, MPLS and CEN
 - ⇒ Rakuten Cloud Native fully virtualized e2e IPV6 mobile core network
 - ⇒ Vodafone India 3G / 4G Packet core, PCRF, Mobile backhaul network (Projects delivered to scale and expand the network from a throughput capacity of 25Gbps in 2012 to over 1Tbps today)
 - ⇒ Reliance Jio 4G WiFi Offload Solutions (VoWiFi & Data Offload): Built the world's largest VoWiFi network at Reliance Jio
 - ⇒ Vodafone NZ: Virtualized Packet core with HP blades, VMWare and Cisco VNF
 - ⇒ Spark: Virtualized packet core and PCRF

Sep 2010 – May 2013 with Cisco Systems India, Mobility Centre Of Excellence as Manager

As part of Cisco acquiring Starent Networks, and Mobility Packet core being key focus for Cisco, led Mobility CoE for APJC

- Managed Technology enablement across field teams across APJC: India, Indonesia, ANZ, Singapore, Malaysia & Philippines
- Grew India team which allowed us to scale the mobility services business from annual ~\$1M to ~\$8M
- Architected & Delivered Mobile Packet core network solution (SGSN, GGSN, Routers, Switches, Firewalls, Servers, 3rd Party Elements) for Bharti Airtel for their North Hub (9 circles) catering throughput of ~40Gbps
- Architected & delivered Evolved Packet core network solution (MME, SGW, PGW) for Bharti Airtel LTE deployment in Chandigarh & Delhi
- Delivered Mobile Packet Core Network solution for Vodafone India across 6 locations, Packet Core projects for RCOM Pan India data services, TTSL CDMA and WiFi solution for Mobitel Sri Lanka

May 2004 – Sep 2010 with Starent Networks India Pvt. Ltd., as Principal Systems Engineer

Starent Networks: Highly successful company setup in 2000 focused on packet core. IPO in 2007 and Cisco acquired Starent in 2010

- Successfully led deployments of Starent's successful platform ST40 (now ASR5k/5500) as SGSN, GGSN, S&P GW, MME, PDSN, in premier global Service provider accounts: Vodafone: UK, Spain, Germany, Australia, NZ, Vodacom SA, KDDI, T- Mobile, Verizon, Bharti Airtel, Vodafone India, Reliance Jio
- Deployed first ever Starent GGSN in Vodafone UK displacing Nortel & Ericsson products
- Recognised as first Professional Services Engineer engineer to be hired in India and grew the team to total of 18 field experts

Personal Details

Languages Known: English, Hindi

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