



# George Paul

## Product Engineering Professional

Well rounded Specialist with deep experience in roles of Engineering, Product Management & Corporate Support.

### SKILLS & CERTIFICATIONS

- Product Management
- ZTNA
- Technical/Tactical
- Customer Advocacy
- Engineering
- Agile
- Scrum
- Cloud & Security
- Managed Services
- SilverPeak
- Meraki
- Zscaler
- Fortinet
- Arbor
- OpenSource
- Vendor Management
- Contracting
- Velocloud
- Riverbed
- Routing & Switching
- SDWAN
- Peering
- Caching
- Traffic Analytics
- Product Discovery
- Digital Product Management
- SILVERPEAKSDWAN-SPSP,SPSX,STSP,SSP,SPOP
- ZSCALER Cloud - ZCSP, ZCSE
- ARBOR SP-TMS
- Master BlackBlot Product Management Professional
- Google Cloud | Workspace | Education - Sales & Deployment Credentials
- Kaspersky Certified Professional - Endpoint Security Cloud
- Kaspersky Certified Sales Specialist-Endpoint Security Business & Cloud

### WORK EXPERIENCE

#### Domain Consultant – L3 Senior Manager- Wipro Technologies Ltd

05/2022 - Current

Noc Head -Global Noc Operations for SDWAN (Managed Services with Palo Alto)  
Responsible for overall Project Delivery and Operations for Major Account across the Globe

*Remote,IN*

*Key Responsibilities & Achievements*

- Responsible for ITIL driven Project Delivery and Operational Efficiency from the Managed Services scope
- Responsible for Improvement Initiative programs implementing LEAN & ITIL practices
- Responsible for Technology Updates and Opportunity farming across the account across the Globe
- Achieved turn around in processes,practises and Tool adoption for Delivery

Implemented Organisation Structure re-wiring for better Responsibilities driven Mode of Operations

#### Director – Consultancy Webaxs Proclaim

09/2021 - 05/2022

WebAXS Proclaim is primarily focused on bringing value added solutions in the space of IT Security, Parental Control & Digital Health and Productivity Solutions for Education, Health Providers, Retail & ISPs serving them. Our mission is to be a Value added Partner for today's Internet Community. With deep Product and Engineering Expertise in the Internet Software & Services space, we offer trusted counsel in bringing cutting edge technology which is both low touch on Deployment and Maintenance.

*Mumbai,IN*

*Key Responsibilities & Achievements*

### Consultant Director - Product Growth [AccelPro Technologies]

- Product Transformation and Managed Services Rollout in ISPs [Reliance Communications Ltd]
- Responsible for Product Advancements and Technology Partnerships
- Industry listings on Goto Platforms like Gartner & AWS

### Consultant Regional Manager - Technical Sales [SafeDNS]

- Responsible for PreSales Consultancy of SafeDNS products in India & Middle East ISPs & Enterprises
- Responsible for Technology Partnerships, Channel Support
- Industry listings on Goto Platforms like Gartner & AWS



## Product Manager - Connectivity| Cloud|SDWAN| Managed Services| Internet Services Reliance Communications Ltd| Global Cloud Xchange

09/2017 - 07/2020,

Mumbai,IN

### Key Responsibilities & Achievements

- Product Development – Transformed DIA, Anti DDoS mitigation & Secure Access product portfolios. Key in achieving product standardization across portfolios for quick sales cycles. Achieved 100% Customer Growth for Anti DDoS product growth
- Finalized Several Product Engineering Bundles for Managed Services & IP Transit for FLAG & Vanco Units
- Lead key evaluations of Vendors & Providers for MSSP offerings in the areas of DDoS Mitigation services, Clean Pipe and Secure DNS offerings, SDWAN and 3rd party CDNs and their deployments.
- Critical escalation handling for Engineering & Product support to Sales Account Managers and Customer Solution teams for Bid responses for Product sales. Work with Engineering & Provisioning teams for translating diverse and non standard customer requirements into network configurations
- Industry Evaluations and Leaderboard liaising for Data Products. Assist Sales and Account teams in customer presentations. Managing product variations pertaining to Network & Billing readiness for productization. Lead several initiatives for IP Transit Product security enhancements.
- Driving Cataloguing and CRM readiness for IP, SD-WAN, Cloud & Layer 2, Capacity Services products. Organizing stakeholder training sessions for managing support and escalations for new products.
- Introduced the Direct Route & Split Route Solution for OTTs. Implemented DDoS Mitigation MSSP Offerings on Vendor Platforms for India Enterprise and GCX Global Security Offerings.
- Launched NMS Software for 4G Based Branch CPE offerings
- Driving Peering Initiatives with Domestic and Content Providers for the Enterprise Internet Services.

## WORK EXPERIENCE



### SME Lead - Planning & Engineering Reliance Communications Ltd

06/2004 - 08/2017,

Mumbai,IN

### Key Responsibilities & Achievements

- Spearheaded ISP Infra initiatives in Opensource LAMP & virtualization initiatives for internet infrastructure and services. Deployed Opensource Load Balancer after detailed design for Retail BroadBand ISP Infrastructure. Achieved Zero Capex tech refresh solution saving capex of ~USD 130K.. Lead ISC BIND based DNS & DHCP Engineering & Implementations as substitute for Carrier grade alternatives saving capex of ~USD 5 Million
- Rolled out several Enterprise & Retail services performing detailed engineering and project management. Deployed Opensource Core Components after detailed design for GPON-HSPA. Achieved Zero Capex core components for new product launch savings to the tune of ~USD 2.6 Million
- Evaluated and deployed Key ISP Infrastructure after technical assessment of Products, Proof of Concepts. Deployed Opensource Logging Platform Design & Deployment for DoT Compliance and achieved Capex reduction by ~USD 4 Million
- Deployed several Fault Management Systems & Provisioning systems for the MEN & Data Networks. Implementation of Scope of Work; Conducting workshops for collating and evaluating requirements and validating HLD and LLD related to Vendor solutions. Lead Architecture discussions to provide intuitive easy to use consoles for Operations & Provisioning teams drastically improving MTTR and MTTP SLAs.
- Lead Implementation of AXIOSS Solution for the Multi-vendor Provisioning Project for Metro Ethernet Network. (AXIOSS, Metasolv, Cisco ANA, Clarity, Amdocs & Nakina Systems were evaluated). Ease of Network Management of largest MEN Network comprising more than 40000 access devices.
- Lead Capex proposals & Business Benefit cases for management approval of Projects. Key in slashing costs & Negotiations and achieving right sizing and future proofing
- Designed & Implemented Prepaid & Postpaid Rate Plans for Residential Broadband. Thus bettering customer uptake of product variations.

- Functioned as CMP Lead-Fixed Access, Cochin..involved in delivering Broadband projects in Kerala, service fulfillment of Broadband projects and managing customer network solutions..Achieved several Target based National Recognitions for Kerala Circle

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## ● Senior Engineer - Network Control Group Sify Ltd

11/1998 - 05/2004,

Chennai,IN

### Key Responsibilities & Achievements

- Technical Account Manager for Corporates in Chennai. involved in installation, configuration and troubleshooting for major accounts; BPOs & Connectivity customers. Managed customers with a high degree of satisfaction & Customer Delight
- Lead Customer Support for Messaging, Leased lines, Frame Relay, Broad Band, MPLS, and VOIP Products..Was key as a troubleshooter and provided just in time fixes for technical issues.
- Lead and upheld ISO standard practices for the Corporate Support Function for Kerala Region
- Lead Field Installation & Support of Wireless Broadband Sify lway chain of cyber cafes in Kerala

## ● Networking Engineer Integral Solutions

07/1998 - 10/1998,

Cochin

Leading Firm in Software Sales .Partner for Microsoft ,Novel and other Enterprise Products

### Key Responsibilities & Achievements

- Installation and Setup of Complete Suite of Software Products for LANs of all ITI Educational Institutions in Kerala in a record time of 3 weeks.

## ● Engineer - Network Solutions Nortech Infonet

09/1997 - 08/1998,

Cochin,IN

Computer Hardware & Networking Services Provider

### Key Responsibilities & Achievements

- Implementation and Support of Customer LANs with Compaq servers, CISCO networking products. Provided several accounts with fixes to demanding scenarios.
- Successfully managed implementation and support of 13 LAN installations at Naval Base Cochin. Just in time attention and customer management.

## EDUCATION

### ● Bachelor of Engineering - Electronics & Communication MCE Hassan, Mysore University

Hassan,IN

### ● Schooling (CBSE) Kendriya Vidyalaya

Kudremukh/Karnataka

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## LANGUAGES

English  
Full Professional Proficiency

Hindi  
Full Professional Proficiency

Kannada  
Full Professional Proficiency

Malayalam  
Full Professional Proficiency

