

RAJEEV THAKUR

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14 years of experience in ICT and public sector, expertise in utilities digital transformation, project management (PRINCE2 certified), systems integration, smart metering, smart grid technologies, pre-sales and business development

EXPERIENCE

FEB 2018 – PRESENT

LEAD SOLUTION ARCHITECT, ERICSSON KUWAIT

Smart Metering & Transformation project for Ministry of Electricity and Water (MEW) Kuwait.

Key objectives for the project:

- Replacement of electricity and Water meters with Smart Meters and metering equipment (two phases 5K & 795K devices each)
 - Centralized solution capable to handle both prepayment and post payment, switching from postpaid to prepaid and vice versa, automated scheduled and on demand reading/billing/charging
 - Bi-directional communications with metering infrastructure for remote reading, connect and disconnect services, events correlation and analytics
 - Implementation of self-care channels and call center
 - Installation and commissioning of private cloud high availability data center and disaster recovery center
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- Delivered a highly complex and large-scale utilities transformation project comprising of 26 Applications, 17 technology partners, 133 business process and 120 integration points
 - Delivery Lead for SAP (ISU, CRM, AMI, Billing, FICA, PM, MM, WFM, SMRO, BI-BO, Process Orchestration, HANA DB, BCM), Prepayment, Voucher management streams. This constituted 50% of the overall scope
 - Played a central role in development and delivery of the end customer facing channels like bi-lingual notifications (SMS, email, mobile app), IVR, call center, Kiosk, in home display devices, self-care
 - Played a pivotal role in all streams of the project to ensure the processes are built end to end and as per industry best practices and ensures positive user experience
 - Deliberations with customer, at all levels and during all stages of the project, enabling all stakeholders to take decisions in the interest of the project. This ensured that there are minimal scope creeps and the scope creeps are duly acknowledged as change requests
 - Training customer on the delivered processes. Planning, preparation and execution of Unit test, Systems Integration Test, User Acceptance Test and subsequent sign-off. Directly responsible for securing user acceptance and approval records for 50% of total 1263 test cases for the project

NOV 2015 – FEB 2018

SOLUTION ARCHITECT, ERICSSON INDIA GLOBAL SERVICES PVT LTD. GURUGRAM

Central bid office, Industry & Society

Solution design and proposal submission in an onsite-offsite model for utilities transformation and smart metering bids. Markets covered Europe, Middle east, Africa and India. Vendor proposal evaluation, selecting product and solutions to prepare winning proposals. Market research and competitive analysis to develop go-to market strategy

Key proposals:

- MEW, Kuwait Smart metering, utilities transformation project
- Smart metering solution proposal for SEC, Saudi with more than 20 technology partners
- Smart meter solution proposal for Nordic countries: Sweden, Finland

MAR 2010 – OCT 2015

MANAGER, HCL TECHNOLOGIES LTD. NOIDA, INDIA

Project Manager for Energy Management system pilot project (~0.8 Mn USD) for Indian Railways

The EMS project of Centre for Railway Information Systems (CRIS) was a demonstration of efficient technology on IT Platform for point to point automated meter data collection its reporting and analysis.

Responsible for managing P&L and delivery of this project which primarily constituted of:

- Site survey, customer factory inspection, supply, installation, commissioning and maintenance of metering equipment at Delhi, Punjab and Haryana
- Supply, Installation, Commissioning and Maintenance of high availability IT hardware
- Design, Development, Testing, Deployment and Maintenance of Meter Data Acquisition System Application
- End User and Core team Training and acceptance

Application delivery manager for large scale system integration for the Indian states Uttar Pradesh and Haryana under RAPDRP (Restructured accelerated power development & reforms programme)

About the projects:

- UP-RAPDRP, largest utility project in India (~100 Mn USD). HR-APDRP (~30Mn USD)
- The scopes covered delivery of Integrated Applications, supply and commissioning modems for system meters and high revenue consumers, DC & DR build, setting Customer Care Centers & conducting DGPS survey and IT network Implementation across entire state. 18 months implementation & 66 months support.
- Delivery (requirement gathering, functional design) and acceptance (testing and training) of Oracle CC&B, Oracle Work & Asset management, Integration with Meter data acquisition, GIS, Network Analysis, Spot Billing, Self-care, Business Intelligence reports
- led 1566 points SRS compliance internal workshop across all solution components for UAT preparation
- Demonstration of solution and deliberations with senior management of customer
- Managed Oracle CC&B and Oracle WAM application support desk

Pre-sales and business development:

- Making proposals and solution presentations based on Oracle CC&B, Oracle MDM, Oracle SGG, Oracle OMS, Oracle NMS to prospective clients

- Extending subject matter expertise to teams from different geographies viz. Middle East, Australia, USA, Ethiopia for existing as well as new business opportunities

JUN 2006 – MAR 2010

ASSISTANT MANAGER, TATA POWER DELHI DISTRIBUTION LTD. DELHI, INDIA

- Core team member for SAP ISU CCS implementation
- Implemented Sambandh, a bespoke Customer Information System, to digitalize commercial processes across TPDDL
- Reengineering and automation of key commercial processes to enhance customer experience and to plug revenue leakage gaps and initiating recovery against the same
 - Electricity Connection release cycle time reduction project resulted in reduction of processing time by 4 days. Presented project at Jamshedpur on TATA improvement day (14 projects shortlisted for case presentation out of 105 (best) entries from 55 group companies)
 - Conceptualized and implemented 'Instant Connection' process at TPDDL, for releasing electricity connection within 24 hours as against industry average and of 30 days. This project was adjudged as one of the best innovations and presented at TATA innovosta-2009 (innovation forum)
- Was associated with automated meter reading group for analyzing metering data to identify and report abnormal consumption patterns, supervise field visits to troubleshoot modem communication issues

EDUCATION

MAY 2006

MBA POWER MANAGEMENT, NATIONAL POWER TRAINING INSTITUTE, MINISTRY OF POWER, GOVERNMENT OF INDIA

AUGUST 2003

B.E. ELECTRICAL, NAGPUR UNIVERSITY

SKILLS

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| • Business strategy | • Project Management |
| • Cross function team leadership | • Presentation |
| • Business process improvement | • Customer Management |

ACTIVITIES

- Certifications:
 - PRINCE2 Practitioner certificate in project management by Axelos, July 2020
 - PRINCE2 Foundation certificate in project management by Axelos, June 2020
 - Oracle utilities – CC&B functionality for implementers, Oracle University, APAC, 2010
- Ericsson: Recognition as Key contributor (2017 & 2019) by CEO
- HCL: Individual LIVE WIRE award for excellence in APDRP project
- Authored and Presented paper

- Smart Metering – Metering the smart way: Implications and prospects of a new-age grid system at IEEMA Metering India 2015 6th International Seminar
- Presented paper on RAPDRP- Implementation, Ground Realities & Challenges at IEEMA Metering India 2011 4th International Seminar
- Application writing for International forums:
 - HCL: “Silver Award” under IT Biz category in Express IT Awards (Indian Express Group),
 - TPDDL: Best Revenue Management Initiative award by UPN global utility peer group 2008 Metering Awards Program
 - TPDDL: Qualified in the Finalists for the Platts Global Energy Awards (2008) under ‘Rising Star’ category
- Member of Committee formed under Ministry of Power India to analyze the Integration challenges of Smart Meters with existing RAPDRP Infrastructure
- Techno-economic appraisal of 250(+20%) MW Lignite based Thermal power (expansion) project at Power Finance Corporation Ltd.