

THENSEENA KOOVERI

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PROJECT, PROGRAM, PRODUCT MANAGEMENT || CUSTOMER EXPERIENCE SERVICES

DIGITAL TRANSFORMATION || MUSICAL ARTIST & ENTREPRENEUR

UTILIZING MY LEFT AND RIGHT BRAIN APPROPRIATELY AFTER A WAKEUP CALL ;)

Techie/Business Side: Senior Technology professional with over 10+ years of experience in leading Enterprise IT, Business Transformation and Telecom Integration [BSS/OSS] Projects. | Expert in providing Business Consulting services to Global companies as part of Telecom Consulting and Managed Services groups. | Detail oriented, highly organized and self-motivated professional expertise in managing projects in a cross functional environment with offshore team members and also team members with diverse cultural background. My passion in life is to build people up by being the best version of myself and solve complex business and people problems using creative thinking and analytical skills I possess.

Artistically: Thenseena Kooveri [is also known as Musical Name ""Thenz Naz"] is a budding Music Composer, Producer and Songwriter with a passion to create unique experiences to the World through her Unique Mystical Music Experimentation. She was born with music ears, only to be acknowledged at age 13, when she received a keyboard as a Birthday present from her dad. Having spent most of her teenage years playing keyboard by ear as main hobby, the dream of being a musician as an artist was like trying to catch a star and never got professionally trained in the music. The booming era of Technology led her to pursue a career in IT. Having spent over a decade as a Sr. Technology/Business Professional leading Business Transformation and Telecom Integration Projects in Seattle, WA area, it is through her artistic kids she brought her interest back to music again. "Hope my music adds in the category of creating the World a better place for everyone!" - She says.

STRENGTHS

Independent Musical Artist: Composer, Producer & Songwriter

Licensed Practitioner in: Design thinking and Digital Marketing, AWS Solution Architect Associate

Domain Knowledge: Telecom, Cable Industry, Insurance (Health and Life), Finance and E-Commerce & Digital Marketing

Business Process Framework: eTOM [Enhanced Telecom Operation Map]

Project Management tools: Clarity, Rally, Tableau, Microsoft Team Foundation Server (TFS)/Azure DevOps Server, Remedy, Quality Center [Application Life Cycle Management], SharePoint, G-Suit, Microsoft Office Suite and PeopleSoft

Telecom Products Expertise: Frontier Mobile Application, Ericsson Value Architecture (EVA), Telecom Convergent Charging Systems (CCS), Amdocs CES (Customer Experience Systems) – Clarify CRM, Order Management (OMS) and Amdocs Self Services (Web), Amdocs Revenue & Partner Management Systems (APRM), Amdocs Billing and Amdocs Enterprise Product Catalogue [EPC], Point of Sale (POS)

General/ Artistic Products Expertise: AWS, Adobe Products Suite, Digital Audio Workstations [DAW] like Pro-Tools, Ableton live & Steinberg Cubase LE Elements.

EDUCATION

Executive Education: Technology Entrepreneurship- Lab to Market || Harvard LB Tech - 2021

Master of Computer Applications (MCA) || M.E.S. College of Engineering, India. 2002 - 2006 - www.mesce.ac.in

Bachelor's degree in commerce (B. Com) || Farook College, Calicut University, India. 1999 – 2002 - www.farookcollege.ac.in

Senior Secondary School || Indian School Salalah, Sultanate of Oman. 1997 - 1999 - www.indianschoolsalalah.com

CERTIFICATIONS

2021 – Technology Entrepreneurship- Lab to Market by Harvard LB Tech

2020 - AWS Certified Solutions Architect Associate SAA-C02 by A CLOUD GURU

2019 - Digital Marketing & Media Foundations by Google EMEA & IAB Europe

2019 - Enterprise Design Thinking Practitioner by IBM

2015 - Scrum Master Certified (SMC)

EXPERIENCE

INDEPENDENT MUSICAL ARTIST | THENZ NAZ MUSIC – Seattle, WA

2020 - Present

- Music Composer, Producer and Songwriter. [<https://linktr.ee/ThenzNaz>]

T-Mobile USA – Bellevue, WA

Sep 2018 – Mar 2019

Sr. Technical Project/Program Manager - Independent Contract via AURORAVIEW, LLC. | **T-Mobile Product & Technology**

- Served as Sr. Technical Project /Program Manager for T-Mobile Program Management Office (PMO) and Customer Experience line (B2B)– Product & Technology divisions.
- Managed portfolio of 8 B2B Customer experience line projects by partnering with Marketing, Product and Technology leadership.
- Managed the program budget and resources by providing funding assessment and projects milestone weekly status reports to senior leaderships.
- Led as a Technical PM supporting cross-functional projects to provide Unified Customer Billing Experience to customers.
- Led the project team through Design, Development and testing to deploy enterprise and marketing project

FRONTIER COMMUNICATIONS – Everett, WA

Sep 2015 – Sep 2017

Telecom Business Analyst / Project Manager [Independent Contract via DYSIS, LLC.] | **Mobile Tech Portal Platform (MTP)**

- Provided Consulting Services to Frontier Communications Mobile App team by serving the roles of – Sr. Business Analyst, Product Manager and Project and Vendor Manager.
- Managed Product backlogs and created new features and User Stories using Microsoft's tool - Team Foundation Server (TFS) [currently renamed as Azure DevOps Server.]
- Collaborated with Scrum teams and scrum of scrum teams as part of following Agile -Scrum Methodologies.
- As Project Manager - accountable for the successful completion of 6 projects delivered based on the timeline and budget set for each project.
- As a Vendor Manager, supported DISYS internal team on new business development (Pre-sales) activities such as preparing SOW to bring more fixed-bid projects.

atGrandeeza. LLC - Seattle, WA

2016-2018

Co-Founder & Managing Partner

- Leadership Development | Public Speaking | Business Development

ERICSSON - Bellevue, WA | **Region North America Management**

Aug 2013– Aug 2015

Business Transformation Consultant and Project Manager | **RNAM BSS Consulting and System Integration Team**

- Led Business Process Stream to drive various Business Process Workshops, Collecting Requirements and identifying Gaps based on the Business Process Workshop discussion to come up with Solution driven Business Process flow.
- Managed projects by preparing "Resource Analysis" document and Weekly Status Report Decks
- Involved in Program Management, Strategy and planning decisions to meet with client expected deliverables and also to assist in Ericsson's Pre-Sale delivery methodologies.
- Supported internal stakeholders by providing expertise and training artifacts on Amdocs CES 7.5 and various BSS products Implementation Methodologies to bring up Ericsson's existing and new employees to gain knowledge on BSS Products

T-Mobile USA. Bothell, WA

Oct 2012 – Aug 2013

Sr. Business Systems Analyst (Independent Consultant via TELCOCELL) | **T-Mobile USA Enterprise IT and CSD Team**

- Conducted business systems analysis and develop business, system and business process requirements for **T-Mobile payment flow** as well as **Marketing Campaign Management Approach** to support T-Mobile Revenue Management and Converged Charging platform
- Designed high level Business Process Diagram for Enterprise IT team and Identified lists of middleware services (APIs) consumed by T-Mobile front-end applications such as IVR, CRM, POS, KIOSK and Web channels.
- Defined project scope by coordinating with Product Realization Team
- Led Solution Design Workshops with Business and Development teams
- Collaborated with cross functional teams and monitor the project status and deliverable

AMDOCS INC. Bellevue, WA

Feb 2010 – Sep 2011

Sr. Business Analyst / Technical Product Manager (Consultant via KForce Inc.) | **Amdocs Managed Services and Implementation Team**

- Led Amdocs Implementation and Managed Services projects for customer account Clearwire by leading business analysis and implementation activities for Amdocs CRM and Charging modules as part of delivering Amdocs CES 7.5 (Customer Experience Systems) suit.
- Led deployment of new software release rollout by managing activities with global teams from US, India and Israel.
- Technical focal point for Conversion activities and Data mapping with legacy CRM and Billing platform

AMDOCS INC. Champaign, IL

Dec 2007 – Nov 2009

Business Analyst | Amdocs Consulting Division – Philadelphia, PA

- Supported **Comcast Cable Division project** as part of Amdocs Consulting Division
- Led the business analysis of requirements and recommending solutions for rollout of new offers to support Amdocs
- Developed Reports using SQL, PL/SQL on Oracle 10g Database

Technical Business Operation Analyst / Product Owner | Amdocs Global Strategic Sourcing, Champaign, IL

- Supported **Amdocs Implementation and Conversion projects** for multiple telecom clients namely Sprint and MetroPCS
- Served as Business Operation Technical focal point and developed process improvements

PRINCIPAL Global Services PVT. Ltd., India. (www.principal.com)

Sep 2006 - Feb 2007

Process Associate

- Performed Quality Assurance of the processed data and identified process improvements
- Received Top Performer Award (2006) for contributing to the overall performance of the team

ICICI Prudential Life Insurance PVT. Ltd. India

Aug 2005 - Aug 2006

Financial Advisor

- Generated sales revenue through marketing and selling of insurance products to clients
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OTHER SKILLS & INTERESTS

- Public Speaking – Club officer and speaker at Public Speaking North West (PSNW) Club
- Yoga/Tai-chi Practitioner. | Spending quality time with my kids and family | Enjoy photo/videography.

2018-Present