

SUNNY DUA

Global IT Strategy and Transformation | Program Management | Telecom & IT Consulting | IT Operations



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Senior Program Manager with 21+ years driving large-scale IT and Telecom transformation programs across global enterprises. Proven ability to integrate complex, multi-team delivery into unified, high-quality outcomes — on time and within budget.

Deep domain expertise across Telecom Operators and IT Services giants — Vodafone Idea, Bharti, RCOM, Ericsson, OpenText, HPE, SAP, ServiceNow, BMC, Oracle, and Red Hat. Brings a CXO-ready commercial and technical lens, with direct accountability for programs exceeding \$14Mn in value.

Led distributed delivery teams across Sweden, India, Vietnam, Romania, Indonesia, Germany, and East & West Africa. Resident in Singapore for an extended period; brings cultural fluency to cross-border stakeholder management.

Leadership style grounded in active listening, integrity, and relentless persistence — with a consistent track record of empowering teams and delivering client success at scale.



Skills

- ◆ Active Change Management to handle evolving situations. Negotiation to maintain alignment and feedback loops. Business Acumen for data driven decisions
- ◆ Support sales plans, manage customer relationships from execution to milestone closure
- ◆ Maintain existing Businesses and Sales responsibility. CXO level presentation skills for crisp reporting
- ◆ Data Analytics, Telecom 4G and 5G Technology Consulting
- ◆ Strategic Sourcing & Contract Negotiation
- ◆ Network Management Systems, IT Operations and Service Management
- ◆ Airport and Aviation IT Consulting and Implementation
- ◆ SAP HANA integrations & Business Intelligence Solutions Implementation
- ◆ OnPrem and Cloud Infrastructure Management
- ◆ Information Security and ISO 27001



Work History

February - 2026 **Principal Consultant & Resourcing Manager – Sky Consults | Benoit Telecom (via LTIMindtree)**

Onwards *Sky Consults (Independent) | Benoit Telecom – Resourcing Partner via LTIMindtree, Bengaluru*

- Resourcing Manager for Benoit Telecom, managing end-to-end resourcing lifecycle for 700+ professionals in partnership with LTIMindtree; accountable for demand fulfilment, vendor coordination, and workforce deployment across telecom and IT projects
- Led independent PM and delivery consulting engagements for real estate and construction firms in Bengaluru; delivered full-stack project websites using Node.js and Python
- Actively upskilling in AI-powered productivity tools; working as AI Model Evaluator and Data Annotation Specialist; proficient in Claude (Anthropic), Notion, NotebookLM, and ClickUp for project planning, knowledge management, and team coordination

May 2023 – January - 2026 **Program Manager - Vodafone Idea Account**

OpenText (Subcontractor), Bengaluru, KA

- Support Vodafone Idea in its pursuit to switch from conventional tools to Machine learning systems including M-TeMIP.
- Enable tools support for the operators 4G and 5G expansion along with testing of new technologies including O-Ran
- Account Management and Responsible for Add on Sales for Vodafone Idea Account.
- End-to-end tech strategy across functions to support digital transformation initiatives for Vodafone Idea Account
- Responsible for strategy review with Professional Services Director for Vodafone Idea Account
- Working on Solutions Impacting the length and breadth of Vodafone Idea, impacting about 4500 employees in a controlled cost environment
- Managing the whole IT DC/DR environment of Network Managers for Vodafone Idea including TeMIP, Firewalls, Network Devices and Service Management applications
- Automation of complex telecom routines with use of Python and Ansible and use of ML and AI and introduced efficiency of 221 resources and saving of \$2.2 Mn annually
- Enable automation to support large scale Network expansion
- Unified Health check systems to predict cross dependencies and enable faster fault resolutions. 12% monthly reduction in outages accounted.
- Multi-Level dashboards to supercharge Network Monitoring and enable management to pinpoint weaker areas

Dec 2020 - Apr 2023 **Program Manager - PSU and Telecom Projects**

Microfocus (Subcontractor), Noida

- Solutioning, RFP and Tendering process for PSU Requirements

- Implementation of projects for Microfocus Suite of tools, Operations Business Suite, Cloud Optimizer, SM, SMAX, NNMI, NA and APM. Completed 18 projects in total with total budget exceeding \$12 Mn
- Customers covered including Jhansi, Pune Smart Cities, ONGC Service Management, Indian Oil SAP HANA and CBDT Server Automation Projects

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**Sep 2018 -
 Nov 2020**

National Account Manager - Airport Authority of India

ST Engineering and Electronics Singapore (Subcontractor), Gurgaon

- Undergone extensive training on Airport Simulators in Singapore by ST Engineering
- Airport Simulator Program on behalf of ST Engineering and Electronics, Singapore
- Contract fulfillment as PM for Airports Authority of India, to set up the Simulator Sites in Prayagraj and Hyderabad
- This included the complete civil set up, 3D Projection Arena, acoustic insulation, Industrial HVAC, UPS, Earthing and Servers Set up
- Responsible compliance and achieve UAT closure
- Pre and Add on Sales for requirements of Airports Authority of India for our partner
- Fulfillment of tender of Digital Voice Recorders in 67 Airports in India, together with Voxtronic GmbH, Austria

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**Dec 2004 -
 Oct 2017**

Global Transition and Transformation Manager

Ericsson India Global Services / Ericsson India Pvt Limited (Permanent), Gurgaon / Noida

- Last role worked as T&T Manager, Previous experience include Managing Bharti Airtel Operations for 6 years, including Tools and Processes for the Central NOC.
- Took Care of Sales and financials reporting for 11 countries covered under East Africa Account
- Driven New tool design based on SAP reporting for 24 countries for better reporting and implemented across Africa account
- Global Business Off shoring, Transition & Transformation of end-to-end Programs from multiple places to the 4 delivery centers
- Merger & Acquisition responsibility for an acquisition by Ericsson to absorb resources, and valuation as per US laws and regulations
- ASP (3rd Party Management) handling for BTS Site Installation (In building solution, mobile sites, and Cow Sites)
- Audit leadership and liaison with 3rd parties for ISO 27001, ISO 20001, SAS70, ISO 14001, and TRAI
- Network Operation Centre and Data center design
- Migration of NOC tools from single to global environment
- Remedy ARS 7 implementation in NOC and responsibility of user change request, execution, training, and maintenance

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**Aug 2004 -
 Dec 2004**

Engineer - Switch

Bharti Airtel, Jaipur, Rajasthan

- Worked on Ericsson 2G and 3G systems
- Managed Operations for Bharti Hexacom for Rajasthan circle

Jun 2004 - Engineer - NSS

Jul 2004

Spice Telecom, Punjab (Currently Vodafone Idea), Mohali, India

Started working as Engineer NSS looking after operations in Punjab on Huawei and Motorola BSS.



Education

Jan 1999 - B. Tech: Electronics & Communication

Jan 2003

GND University - Amritsar

GPA: 69.4%



Accomplishments

- Go to guy to start a new program or strategic initiative. Acceptance as a Good Program Manager managing multiple teams with varied cultures and ways of working.
- Global Transition and Transformation Programs across various countries upward of Budget \$14Mn.
- Currently driving a large-scale Automation Program for Telecom Company with expected usage of ML and AI.
- Account Management for Aviation PSU in India and delivering a full scope of Airport Simulators in 2 Indian Cities.
- Service Management Implementation Programs for Large Indian Bank and Oil PSU.
- Business Process Improvement Advocate for Best Practices leading to 14% improvement in cross-departmental implementation of strategic initiatives.
- Implemented Inhouse P&L Software solution across Africa Account for Sales and Backlog Management for the Head of the region.



Certifications

Valid up to Prince 2 Practitioner and Foundation

Nov 2026

ITIL Foundation Certificate in IT Service Management - AXELOS Global Best Practice.



Languages

English, Hindi and Punjabi



Willingness to travel

60%



Personal Information

- Open to relocation: Bengaluru | UAE | Singapore
- Willingness to Travel: 60%
- Languages: English, Hindi, Punjabi



Location Preferences

- Bangalore IN, Mumbai IN, NCR Delhi IN
- UAE
- Singapore