



[Vivek Kumar.S |vks@kaizenvoiz.com](mailto:vks@kaizenvoiz.com)

Telecom & Customer Services Delivery Specialist

Designing & Creating Self-Care Platforms for The New Economy

Recognized technical expert offering fresh insight and passion for innovation. Proven track record with over 20 years of experience in planning, building, and launching successful, high profile Customer services delivery centers for telecom service providers and complex mission critical network services business houses. Powerful strategist able to map creative business vision, transforming and empowering organizations with the tools, technologies and strategies to bridge the digital business gap.

An Electronics and Communication Engineer and mentor, able to build team cohesion and inspire individuals to strive towards higher levels of achievement. Exceptional client relationship and management skills relate and interface easily with the top executive levels. Keen in-depth understanding of emerging telecom and networking technologies, government policies, deployment processes, companies, Trends and Revenue Models. Solid understanding of core business functions – Finance, Marketing and Technology Operations

EDUCATION

- **B.E., Electronics and Communication Engineering.**
1991–1995 S.J.C. Institute of Technology, Bangalore, Karnataka.
- **Diploma in Hardware and Network technology**
1995–1996 Aptech Ltd, Chennai, Tamilnadu.
- **CISCO Certified Network Associate Training Program**
1996–1996 Global Software Ltd, Chennai, Tamilnadu.