

Muhammad Shoaib Sakrani

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Professional Summary

- Detail-oriented and results-driven Operations Manager with vast experience in managing vendor relationships, streamlining business operations, and driving efficiency.
- Demonstrated success in business planning, financial oversight, team development, and vendor management
- Proven track record of supporting outsourced teams, ensuring KPI compliance, and optimizing order and delivery experiences for end consumers.
- Recognized for effective problem-solving, operational excellence, and driving continuous process improvements that deliver measurable business value.
- Successfully managed large-scale, multicultural teams across geographies, ensuring high-availability service delivery and supporting business growth.
- Adept at cross-functional team collaboration, improving operational efficiency in technology driven environments.

AREAS OF EXPERTISE: Business & Strategic Planning, Financial Oversight & Budgeting, Vendor & Contract Management, Process Optimization & Governance, KPI/SLA Compliance & Analysis, Leadership & Staff Development, Incident & Risk Management, Operational Excellence, NOC & Service Assurance, Customer Satisfaction & CX Strategy

Employment History

Consultant, Service Delivery Management – (Emerald Telecom Services)

Jan '25 – To Date

My role encompasses driving process transformation, skill development and tools automation to enhance efficiency and performance for large-scale projects.

Key responsibilities:

- Delivering key transformation initiatives involving deployment of KPI dashboards, automated field tracking, improving efficiency and 10%-12% improvement in overall network performance.
- Performed comprehensive analysis and implement proactive measures, resulting in 25% reduction in major incidents and significantly improving overall network performance and project stability.
- Improved project governance practices, revamped escalation matrix and introduces standardized SOPs to ensure faster fault resolution and unified delivery nationwide.
- Collaborate with cross-functional business units to align professional service delivery and customer experience.

Service Delivery Manager – Huawei (Managed Services for IHS & MTN)

Feb '18 – Jan '25

Led a large-scale, 3G/4G/5G multi-vendor mobile network services project, overseeing 24x7x365 NOC & field operations across 12,000+ sites and 300+ personnel.

- Developed operational strategies aligned with business plans, driving 20% efficiency gains.
- Implemented various quality management programs and synergies to streamline, automate and improve daily operational workflows that reduced cost and improved operational efficiencies by 18-20%.
- Established and enforced governance framework and alignment of processes across regions and strategic partners, ensuring consistent compliance, resulting in 20% process efficiency gain.
- Developed and executed disaster recovery and business continuity plans, ensuring minimal downtime and data integrity.
- Supported the account team for add-on sales opportunities and engaged at CXO-level discussions to outline scopes of work and delivery plans helping Huawei increase their foot print by 30%
- Optimized and automated various stages of the Quote-to-Cash process, minimizing delays and enhancing efficiency and cash flow, reducing cycle time by 15%.
- Managed strategic vendor and third-party partnerships, implementing performance-based incentive models to ensure adherence to standards and drive cost optimization.

Operations Director – NOKIA

Oct '11 – Jan '18

Managed end-to-end operations and deployments for Airtel (Uganda) and ktRN (Rwanda), delivering 100% compliance with all contractual KPI's and SLA's.

- Control operational budgets to meet business requirements and bring in targeted cost savings.
- Ensured financial discipline, achieving 7% cost savings through optimized resource allocation and procurement control.
- Partnered with internal and external stake holders to assess risks, identify SPOFs and implement improvements.
- Oversaw deployment, enhancement and implementation of multiple projects and transitions.
- Collaborated with NOKIA procurement for sub-contractor selection process and new vendor onboarding.
- Built strong relationships with Key customer stake holders (CXO Level), securing CSAT scores above 95% throughout the project lifecycle.

Key Achievements:

- GNOC Transition (Uganda to GDC India): Successfully migrated NOC, NPO, and Fault Management to a global delivery center, improving speed, efficiency, and quality.
- Project CONRAD: Led the Airtel & Warid network consolidation (Multi-Vendor Transmission, RAN & CORE) post-merger, realigning people, processes, and tools with zero customer impact and all activities "First Time Right."
- Directed the outsourcing and transition of Nokia field engineers, transmission, and drive-test teams to third-party providers with no service degradation during or after the process.

Operations Startup Manager – NOKIA (MS, MEA Region)

Sep '09 – Sep '11

Provided operations support and led startup initiatives across the Middle East and Africa (MEA) region through:

- Facilitating transitions and offering operational support for managed services projects in multiple countries, with a strong emphasis on achieving quality targets in alignment with KPIs and SLAs.
- Coaching and transferring knowledge to the managed services team in the country, focusing on the establishment of processes and implementation of best practices to ensure sustainable operations.

Manager, Network Operations Centre – NOKIA

May '06 – Sep '09

Served as NOC Manager, overseeing the day-to-day operations of customers' multi-vendor 2G and 3G access, core, and transport networks. Some of my tasks included

- Delivery of 1st and 2nd line 24x7x365 network monitoring, incident management and fault resolution to ensure high network availability and performance.
- Shift team optimization by balancing workloads across shifts, increasing team efficiency by 25%.
- Managed change management processes, performance and configuration management to ensure network stability and efficiency.
- Collaborated closely with other team leads to coordinate daily activities in their respective areas.

Team Leader Internet Services – ETISALAT

Mar '99 – May '06

Managed a team of 60+ technical services agents for a fast-paced technical services call center.

- Extensive experience in training, mentoring, and developing team members to ensure exceptional customer service and technical support.
- Trained staff on customer-centric behaviors, communication standards, and service excellence practices.
- Monitored escalations and ensured timely, empathetic resolution of customer complaints or issues.
- Served as the primary point of customer escalations, effectively managing issues / customer complaints without the need for further escalations.

Education

Bachelor of Science in Computing, University of Portsmouth, United Kingdom (1996)

Work Authorization in USA: Lawful Permanent Resident (Green Card Holder)