

DHAVAL S. SHAH – Scrum Master and Project Manager

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Dhaval Shah has twenty years of work experience – fifteen as a project / program manager and five as a manager/executive in technology companies in industries spanning IT, telecommunications, Internet, supply chain/logistics and federal government.

Proven expert in various project management methodologies, including Scrum (as scrum master), DevOps, Agile, Jiro Kanban, ITIL and traditional waterfall project management.

Program/project manager for strategy, M&A/divestitures, IT systems deployment (including billing and CRM), cloud migration, product development and telco company launch.

Experience in complex projects spans full product lifecycle management at start-ups as well as fortune 100 companies – from vendor selection and management (full RFQs, RFPs, contract, requirements, build, test, deploy, hiring and training).

Looking for an interesting, challenging and complex project with aggressive timelines and objectives, that requires coordinating between the business and technical sides, especially a project where communication is very important.

SELECTED EXPERIENCE (not exhaustive)

GADGETSPACE LLC *Strategy Consultant*

Denver, Washington
Jan 2018 - current

- Product Owner for complex launch support for a wireless startup: Setting up the end-to-end automated supply chain for wireless carrier launch (Charter Cable's "Spectrum" branded MVNO) – for all products incl. Apple and Samsung

GENERAL SERVICES ADMINISTRATION (GSA, federal government) *Project Manager, and Overall Problem/Risk Manager* Senior Principal with SAIC, a large government contractor

Washington, DC
2015 fall – Winter 2017

Selected Project Examples (all for the federal General Services Administration (GSA)):

Bringing the client staff up to Agile best practices

- Managed complex migration process for moving GSA servers and functions to AWS (both for GSA and the other federal agencies who utilize GSA systems)
 - Updated meeting and tracking procedures, using Kanban, Agile and ITIL methodologies, scrum meetings and educated the GSA teams on modern project management best practices.
 - Project Manager in charge of the ForgeRock Identity Management and single sign on module – created and managed planning and the subject matter experts, engineering team, vendors
 - Project Manager in charge of the Splunk diagnostics tool implementation
- Led the upgrade of the GSA's Service Now to enable portable equipment reverse logistics and repair – expanding the capability from the previous limitation of buildings/plants only. On time and on budget.
- Overall Problem and Risk Manager for the GSA – overseeing the process by which the GSA manages its own critical systems, inclusive of security threats, natural disasters and regular operational risks.

SAMSUNG ELECTRONICS AMERICA (SEA)

USA & South Korea

Head of Strategy, Samsung Electronics North America Network Engineering 2012 – 2015

Samsung is a world leading telecom and electronics manufacturer.

Selected Project Examples:**Supervised over 30 senior engineering, legal and analyst staff in China, South Korea, North America**

- Program Manager for the complete overhaul and replacement of the Network Quality Management System of Samsung Networks. This included vendor RFP, selection, requirements, building a Salesforce.com based quality management system, migration from in-house to the new system, training of hundreds of staff, deployment, and post-deployment installation and training of the full time managers of the new system. Project came in under cost, met all the key objectives (stability, functionality, ease of use, etc.) and resulted in further operational savings of millions of dollars per year because of enhanced efficiencies.
- Program manager for creating a new joint Samsung-Sprint innovation development center and advanced technologies laboratory, resulting in the acceleration of new product and technology development delivery, such as ultra-wide-band wireless data prototypes. Directed Samsung, Sprint and vendor teams, completing the lab ahead of schedule and under projected cost for inaugural products to be showcased to senior management and the federal government (FCC and other)
- Directed strategic, legal and other aspects of mergers and divestitures of Samsung group companies, meeting aggressive timelines, and resulting in on or above target headcount, asset, cost and other reductions

INCODE ADVISORS (currently a division of Ericsson)

Several US & EU locations

Principal (part owner) and Practice Lead

2004 – 2011

inCode Telecom Group is a leading management consulting firm that provides business strategy, technology and operational advisory services to the telecom, Internet and private equity industries as well as general industry.

As a Practice Lead at inCode, was one of the manager-owners of the company. Oversaw three different business lines: the Hardware/Device Practice; the MVNO Practice (which is essentially the startup/new-venture, divestiture advisory business) and the Security / Identity Management Practice.

Selected Project Examples (not exhaustive):**Depending on project, supervised up to 65 staff in Western & Northern Europe, North America, S. America**

- Project Manager for the launch of a new wireless company: supporting a global private equity company (based in Washington, DC) purchase, re-engineer and relaunch a telecommunications company in Hawaii:
 - As project manager in charge of creating the logistics and supply chain for the new wireless venture, oversaw the vendor selection process for the third party logistics vendor, created the new procedures for complex forward and reverse logistics, retail and point-of-sale processes, trained the staff (supply chain as well as retail) – resulting in an on-time launch with a fully functioning and robust supply chain, and device portfolio
 - As the project manager in charge of setting up operations systems, oversaw operational planning, [CRM/billing as well as all other OSS/BSS] vendor selection, design of all wireless operational processes (and key performance indicators to measure operational efficiency), managing training of every customer service agent (in Virginia and Hawai'i) and oversight of retail store makeovers in several islands in Hawai'i
- Project Manager for the operations department of a new wireless company launch: A top tier US telecom company planned to spin off its (US\$6 Billion) landline operations after a merger with another wireless firm, and to set up wireless operations for that spinoff to implement a quad play strategy:
 - Led the teams that conducted all major vendor selections via RFP processes, including the CRM/IT vendors and helped design the objectives and guidelines for the OSS/BSS procedures

- (this included the entire CRM and billing platform, for agents, IVR (phone help) and Internet sales/service).
 - Helped lead a team that devised the device strategy for that spinoff, including negotiations with OEM's (device manufacturers) and third party logistics providers.
 - Resulted in a successful spinoff and launch of the wireless business that met most of the company-set launch targets (spin-off company has now been acquired by a rival)
- Program Manager for Identity Management Strategy: Top US cable operator lacked a coherent Identity Management strategy across its several lines of business (cable, broadband ISP, landline telephony and several Internet properties) – resulting in security risks, customer confusion and missed sales opportunities:
 - Led a multidisciplinary team comprised of inCode consultants, VeriSign consultants and client managers, did a thorough review of the company's needs vis-à-vis Identity Management, created a single strategy and achieved consensus from all the senior staff at the firm.
- Program Manager for a wireless company launch in Spain (launched by a local cable company)

COLEAGO CONSULTING

United Kingdom, South Africa

Managing Consultant

2002 – 2004

Coleago Consulting is a boutique telecom advisory firm specializing in valuation and M&A projects.

- Oversaw target valuations for second largest telco in South Africa, resulting in a successful acquisition:
 - Main function was financial modeling, where Dhaval helped create a set of criteria to select suitable investment targets, and then executed the valuation of several target companies

CLUSTER CONSULTING / DIAMONDCLUSTER INTERNATIONAL

Several US & EU locations

Senior Consultant

2000-2001

DiamondCluster was a global telecom advisory firm.

- Oversaw data strategy review for the North American division of a large Swedish equipment manufacturer
- Supported the Managing Director of the North American division in sales

EDUCATION

- University of Pennsylvania: The Jerome Fisher Program in Management and Technology
 - BSEcon: Wharton School (Finance and Operations & Information Management)
 - BSEng: School of Engineering and Applied Science (Systems Engineering)
- Benjamin Franklin Scholar (PENN honors program)
- Editor, Wharton Journal

ADDITIONAL

- Languages: fluent in English, Swahili. Beginner Spanish
- Sports/hobbies: SCUBA Divemaster (PADI), avid rider (English) and ex-fencer (foil, varsity team of the University of Pennsylvania – The Ivy League and NCAA Division I)
- Enthusiastic fan of the opera and baroque and classical music
- Philanthropy:
 - Regional Coordinator of Hands on DC, a charity that helps maintain upkeep of Washington, DC schools in impoverished areas, as well as raise funds for scholarships.
 - Financial support for the American Red Cross; several cancer charities; The John F. Kennedy Center for Music and Performing Arts; the Washington National Opera; The London Philharmonic, The Royal Opera Company
- US Federal “Public Trust Clearance”
- Certifications: PMP, Scrum Master