



XAVIER VINCENT PONNEN

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EDUCATION & CERTIFICATIONS

November 2024
Azure AI Fundamentals AI-900
Microsoft

October 2024
Certified SAFe® 6 Agilist
Scaled Agile, Inc.

July 2024
(PMP) ®: Project Management
Professional
Project Management Institute,
U.S.
PMI Member ID: 8614261

2019
MBA: Business Administration
University of Mauritius, Mauritius

April 2015
Network Professional : (CCNP SP)
Service Provider **Cisco**

April 2013
Network Associate : (CCNA) Routing
And Switching **Cisco**

July 2012
Bachelor Of Engineering:
Electronics And Communication
Engineering
University of Mauritius, Mauritius

February 2008
DIPLOME SUPERIEUR D'ETUDES

PROFESSIONAL SUMMARY

Senior Operations Manager with over 13 years of experience in IT and engineering, specializing in operations management, team building, and crisis management. Proven track record in project leadership, strategic planning, and implementing productivity improvements that drive operational efficiency. Recognized for strong decision-making skills and customer relations, with multiple awards for leadership excellence.

KEY SKILLS

- ❖ **Operational Excellence:** Process optimization, resource allocation, and cross-functional team leadership
- ❖ **Project Management:** Certified PMP with expertise in strategic project planning and agile methodologies as well as setup of Agile Organizations through SAFE Framework
- ❖ **Digital/Data/AI/Network Technology Integration:** Skilled in Mobile/Fixed/IoT networks engineering design and deployment, innovative automation practices inclusive of web development (php/html/sql) & scripting(perl), analytics, Power BI development, JIRA integration and network architecture for digital transformation, Data Science and AI adoption.
- ❖ **Leadership & Team Building:** Development of high-performing, remote, and hybrid teams on different territories (Mauritius, Egypt & Madagascar)
- ❖ **Customer Relations and People Empowerment:** Strong stakeholder management with experience in global client relations and key talents developer

PROFESSIONAL EXPERIENCE

Senior Operations Manager – Digital and AI Skill Centre DAS IOO (Indian Ocean Operations) August 2024 – Current

- Leading a team of data analysts and developers oriented in Data/Digital/Automation solutions design and delivery for International customers [specialisation: Python, UI Path, sql, Power Automate, talend, elastic)
- Leading platform ecosystem team consisting of system administrators, asset managers, vendor managers and security managers.
- Working in collaboration with remote DAS skillcenters of India, Egypt, Brazil, and France to drive strategy and enhance digital/data/ai skill capabilities of Mauritius Skill center (defining technology mapping, sharing best practices, boosting AI adoption and Innovation initiatives) to position Orange as a digital leader.

FRANÇAISE MODERNES
L'Alliance Française De Maurice

November 2007
DIPLOME APPROFONDI DE LANGUE
FRANÇAISE DALF C1
**Ministère De L'Éducation
Nationale**, République Française

-Manager of Manager at Orange
-The Leadership Success
-Equation: Be Resilient and
Efficient by Dale Carnegie
Team Mastery (Emtel)

LANGUAGES

Creole: Native language

French: C2

Proficient

English: C2

Proficient

ACHIEVEMENTS

- Awarded **Top Employee**,
Champion of the Quarter, and
Fabulous Leader at Orange for
consistently exceeding
performance metrics.
- Key contributor to Orange's IoT
Global Community, recognized for
innovative solutions in IoT and
Networking domains.
- Designed networking teams for
critical domains, empowering
over 150 collaborators and
optimizing team output enabling
value creation and diverse
incubation opportunities

- Current squad leader, working with Marketing team and Orange Innovation teams for the product development (coaching pack) and implementation of the delivery support model of the new Orange Business Generative AI solutions named [Live intelligence OPEN and Live Intelligence Trust](#) [involving Multi-LLM platform integration, RAG development, Use case development with the customers and definition of Customer Success Management plan and contribute to product roadmap evolution]
- Developed MVPs for optimizing local Site activities like roster management and training schedules for local Managers empowerment
- Assist Local teams for ISO Audit recertification preparation exercise and risk assessment as well as internal automation and dashboarding needs.

Operations lead - Business owner Operational

Excellence - Smart industries SVP March 2024 – July 2024

- Directed operational improvements and customer service management within the IoT and industrial networks sector.
- Drove innovation and skills technical enablement for Build and Run teams' seamless integrations and harmonious performance
- Spearheaded skill development programs for seamless team performance in 5G, cloud, and IoT technologies and partnership management
- Perimeter : 5G, Cloud Edge, NGen IoT, MPN Network , IoT Gateways, Gateway OT-IT, Industrial Lan, Smart Tracking Augmented Worker, Computer vision, Security, Cloud/Edge Data

Senior Operations Manager - IoT Ops Center, Orange

Business, Ebene June 2020 – July 2024

- Global Team Leadership: Built and managed a multi-site IoT Operations team across Mauritius, Madagascar, and Egypt, achieving significant improvement in service delivery through enhanced team coordination and streamlined processes.
- Customer Satisfaction: Improved client satisfaction by 95% with leading global clients (Renault, Toyota, PSA, KDDI) by implementing a proactive incident response system and robust client relationship management practices through parallel empowerment and investment in technical team excellence.
- Operational Automation: Spearheaded automation initiatives, including automated reporting for capacity management and customer satisfaction tracking, reducing operational costs by 18% and enhancing decision-making.
- Service Lifecycle & Vendor Management: Oversaw the IoT Connect Advanced offer's lifecycle and managed key vendor partnerships (e.g., Ericsson), ensuring seamless service integration and lifecycle support across multiple geographies.
- Training & Development: Conducted targeted training for team members on IoT and Mobile Core Network (2G to 5G) technologies, enhancing team skill levels and achieving a 20% boost in

productivity.

- **Project Implementation:** Led the setup of cross-functional support frameworks (L1 to L3 levels) for IoT Ops Model, strengthening incident support and project implementation, ultimately reducing response times by 60%.

Additional Roles at Orange Business

Senior Operations Manager - Adv Network Incubator (2019-2020),
Operations Manager – leader in the implementation of teams: ***Delivery Helpdesk (DHD), Voice Delivery(VDD), TSC (Centre de Production) & PES (Pole Expertise et Soutien)*** (2016 – 2019),
VPO Specialist (2013 – 2016)

Past Employment

Trainee Engineer - Core Network, Emtel (2012 – 2013),
Trainee-Electrical ,Electronics Communication Engineer, Manser Saxon (2011) , ***Trainee in Electrical Engineering , Business Parks Of Mauritius (BPML)*** (2010) , ***Trainee IT Technician , IBL Information Technology*** (2007-2008)