

SHASHWATA SINGH

PRINCIPAL PRODUCT MANAGER | AIOPS | OBSERVABILITY

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PROFESSIONAL SUMMARY

Principal Product Manager with 17 years across telecom, OSS/BSS, network operations and cloud SaaS, grounded in first-hand experience as a NOC engineer. Leads the product vision and phased development of an agentic operations experience designed to move complex NOC workflows from manual investigation to AI-assisted diagnosis, governed action and progressively autonomous operations. Took the initiative from product design to an engineering-built MVP now undergoing internal validation.

CORE EXPERTISE

Agentic AIOps | NOC workflow automation | Signal correlation | Service-impact analysis | Root-cause investigation | Governed remediation | Recovery verification | AI evaluation | Network assurance | Fault, performance and topology | Product strategy and roadmap | OSS/BSS and cloud SaaS

PROFESSIONAL EXPERIENCE

Principal Product Manager **Oracle Communications - Unified Assurance**

Jan 2022 - Present | India

- Own inbound product strategy and lifecycle management for Oracle Unified Assurance, serving 50+ global CSP and enterprise customers and influencing a 50+ person engineering and cross-functional organization.
- Manage the lifecycle from customer and market discovery through requirements, roadmap prioritization, engineering execution, release readiness, go-to-market enablement, adoption and post-release feedback; owned 4 major releases.
- Convert requirements from CSPs, enterprises, sales, presales and delivery teams into reusable platform capabilities, leading roadmap reviews, prioritization, demonstrations, RFP/RFQ responses and strategic product commitments.
- Built the Network Performance Management module from 0-to-1 and supported product-line growth from approximately US\$3M to US\$8M, a >US\$1M new-logo sale, strategic NPM upsell and Tier-1 CSP pursuits.
- Led Agentic Operations from product vision and experience design through prioritized requirements, engineering execution and MVP delivery; structured testing with internal presales and demonstration teams is underway.
- Own the phased roadmap from AI-assisted diagnosis to guided decisions, human-governed remediation and progressively autonomous operations, with a target architecture spanning Digital Twin, ticketing, ITSM, billing and customer-care agents.
- Defined evidence-grounded workflows, staged-autonomy guardrails and evaluation scorecards covering service impact, RCA quality, provenance, RBAC, approval, rollback, tool-call success, human overrides, recovery verification, operator effort and MTTR.

Solution Designer **Tech Mahindra**

Dec 2020 - Jan 2022 | Pune, India

- Owned cross-system telecom solution design from discovery through go-to-market, eliciting requirements through interviews, workshops, use cases and workflow analysis across CRM, quoting, inventory, orchestration and reporting systems.
- Partnered with product, network and process design, IT delivery and operations teams to translate AS-IS gaps into TO-BE requirements, feature estimates and end-to-end designs.
- Produced impact assessments and high-level designs aligned to wider IT strategy; served as an SME to standardize service-design processes, guidelines, checklists and team operating practices.

Manager, Business Analysis **Tata Communications**

Oct 2019 - Nov 2020 | Pune, India

- Led 4 business analysts across Lead-to-Cash and Trouble-to-Resolve initiatives supporting delivery, assurance, engineering and IT teams worldwide.
- Acted as product owner across BRD closure, high-level design sign-off, solution walkthroughs, UAT, sanity testing and adoption for an Amdocs Cramer inventory-stack migration and Cisco Viptela SD-WAN launch.
- Facilitated global stakeholder workshops and bridged business, customer and IT teams through solution walkthroughs, delivery planning and acceptance.

Solutions Manager **Reliance Jio**

Jun 2017 - Sep 2019 | India

- Defined the Jio Enterprise Portal UX and team-specific orchestration workflows across Lead-to-Cash, Order-to-Activation and Trouble-to-Resolve journeys.
- Translated MPLS, Internet, SIP and SD-WAN needs into user stories, process flows and test cases; led integration testing and UAT across JEP, Telecordia Granite, HPOO and HPNA.
- Mapped product models and pricing into portal configuration, connecting commercial definitions with the end-to-end enterprise order and activation lifecycle.

Solutions Specialist **Vodafone India**

May 2015 - Jun 2017 | India

- Led enterprise pre-sales, solution consulting and RFP/bid management across connectivity, mobility, cloud and IoT portfolios.
- Managed the customer lifecycle from opportunity through service handover and shaped Salesforce changes to support sales and solution workflows.
- Shaped cloud and IoT propositions spanning workforce management, fleet management, device management and G Suite while feeding customer and bid insights into portfolio improvements.

Senior Executive / Executive Networks **Tata Communications**

Sep 2009 - Apr 2015 | India

- Assessed feasibility and activated enterprise MPLS and Internet services across NMS/EMS, network and inventory systems.
- Supported MetaSolv order-management migration and the Automation Configuration Engine through test-case design, UAT, customer migration and continuous tooling feedback.

EDUCATION AND CERTIFICATION

Bachelor of Engineering, Electronics and Telecommunications | Savitribai Phule Pune University | ITIL v3 Foundation