

## Customer Software Operations Leader

"I am very good at leading software project delivery organizations that deliver software solutions to the CXO levels. These software solutions include:

- real-time, interactive Web-based video collaboration services ["cloud-based enterprise services", e.g., Jive, Yammer, Skype for Business / Lync, Google Drive, Office365, Google Docs].
- remote presentation services ["Web conference services", e.g., WebEx, GoToMeeting, TeamViewer, Join.me].
- industry-specific remote communications services ["tele-platform services", e.g., tele-healthcare, tele-training, tele-education, telepresence].

Coscend's approach is designed to bring an account sales and program management focus to integrated cloud-based services.

I want to innovate and be part of big architecture products from the very beginning. In my free time, I learn cutting edge and advanced technologies and program management methodologies to be at the forefront. I use popular frameworks, but write custom code without fear.

There are few people around that have the collaboration industry experience, Internet service knowledge, consultative sales ["sales technique"] and program management experience in the cloud-based services segment.

**If I do not have any one or more of these elements, I can develop them fairly quickly.**

I am intricately knowledgeable about the entrepreneurial workings of early stage ventures.

- I have the passion for transforming a segment of the industry.
- I have the empathy to listen, adopt and commit to fast-growth objectives through my:
  - drive to contribute something significant that leaves a legacy behind.
  - insatiable hunger and commitment for achievements.
- I am willing to pay the price for this opportunity due to my:
  - stamina to sustain for a long period.
  - willingness to learn and grow.
  - motivation for significant personal and career growth, along with financial rewards. The rewards would be incomparably and significantly higher than other opportunities."

**Do you claim the above?**

This Engineering Operations Leader would aspire to build Coscend's innovation in the Business / Operational Support Systems (BSS/OSS), Web, enterprise and mobile applications segments. This leader would grow into the COO of the Company.

Not every leader would have every element of the description below, but they would have significant overlap with it. If this leader does not have any one or more of these elements, he / she should be able to pick things up fairly quickly.

### Skills

A senior software engineering leader with a demonstrated track record of proven results in software architecture creation, software programming, deployment and integration:

- [Required]: Of **outsourced software development, deployment and integration** that fulfill through **global software delivery model**.
- [Preferred]: of **telecom, media, Internet and entertainment services** offered by network operators.
- [Preferred]: of **cloud-based enterprise services** offered to enterprise customers and consumers.
- [Preferred]: serving the **enterprise, mobile applications** and telecom **BSS and OSS** markets.

Someone aware of a few of the management consulting tools used at consulting companies such as McKinsey will help close deals sooner.

Experience in and knowledge of industry standards including:

- [Required]: IT software: CMMi, ITIL, COBIT.

### Responsibilities

This position is responsible for leading the engineering organization. The engineering organization is responsible for managing, gathering, and processing information related to Business/Operational Support Systems (BSS/OSS), portal, enterprise and mobile applications and overall solution architecture leadership and delivery.

- This leader plays a critical role in making sure programs are envisioned, designed, developed and implemented across the enterprise (including BSS, OSS, enterprise and mobile) to meet business needs.
- This leader is one of the program's leadership team members who have primary responsibility that a solution is well engineered, operable, maintainable, delivered on schedule, aligns to enterprise vision and actually provides the anticipated business value.
- Responsibilities include:
  - Solution engineering, project coordination, business requirements analysis, requirement specification, project documentation and product creation and launch of BSS/OSS, enterprise, portal and mobile systems.
  - Promote the effective use of the management systems throughout the Company.

- Planning:

This role may also involve working with the CIO or VP (Engineering), senior leadership team, and other supporting architects to ensure the system defined by their project integrates in with existing systems and is in alignment with the Company vision, technology, roadmaps and/or standards.

- Assist in the planning and design of new or upgraded systems;
- Assist in the evolution of enterprise product and system roadmaps;
- Interact with departments to implement improvements in process;
- Perform analysis of overall BSS/OSS, portal, enterprise and mobile information management systems;

- Interact with cross-organizational teams to determine BSS/OSS, portal, enterprise and mobile support for business requirements;
- Assist in analysis of specific system elements, such as system software, components transactions, integration architecture, data modeling, and processes, with recommendations for appropriate changes;
- Program management:
  - This leader is responsible for making sure the entire solution design is complete and consistent from the start and seeks to remove as much re-work as possible.
  - This leader will collaborate with CTO leads, business, engineering product teams, operations personnel, enterprise technology, product managers, and strategic partners / vendors in gathering BSS/OSS, portal, enterprise and mobile applications requirements and engineering comprehensive and cost-effective enterprise solution architectures that meet functional and performance expectations.
  - This leader is involved at every phase of the project lifecycle from intake through delivery. This includes full life cycle of software development such as requirements and Object Oriented analysis, design, development, testing and documentation.
    - ♦ Requirements
      - Generate business requirements, use cases and technical specifications. Track and document requirements for enterprise (BSS/OSS, enterprise and mobile) development projects and enhancements (e.g., architectural functional requirements);
      - Analysis of functional specifications, user requirement analysis, design and development of technical specifications based on discussions with business owners and functional owners.
      - After thorough analysis of functional specifications and discussions with business owners and functional owners, design and write technical specifications.
    - ♦ Assist in the development of BSS/OSS, portal, enterprise and mobile solution architecture (both tactical and strategic) to fully manage/support enterprise needs, services, systems and technology management;
    - ♦ Develop functional prototypes, test cases and products. Write various test scripts and test plans for unit and system testing.
      - Involved in writing code.
      - Test, deploy and integrate products.
      - Troubleshooting and debugging various implementation bugs.
    - ♦ Documentation: Write requirement specification documents, design documents, test cases and analysis, user training documents and technical help documents. Create software quality assurance documents.
  - Other
    - ♦ Coordination of the work assignments, manage the delivery and performance of the team, while personally participating into code writing, testing, bug fixing, and technical support.