

SHER NABI KHAN

Senior Client Delivery & Billing Transformation Lead | BSS / CRM / Billing | Agile Delivery

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EXECUTIVE SUMMARY

Senior client delivery and billing transformation leader with 18+ years of experience delivering complex, revenue-critical billing, CRM, charging, mediation and customer-platform programs supporting 50M+ customers. Strong track record acting as the bridge between business stakeholders, clients, product teams, engineering and technology vendors - translating business needs into practical platform solutions, priorities and delivery plans. Currently lead BSS solution strategy and delivery for an international IoT/MVNO environment, with hands-on ownership across billing, charging, CRM, provisioning and integrations. Experienced in Agile delivery, large-scale migrations and rollouts, client escalation management, roadmap prioritization, service transformation and continuous improvement. Managed 20+ concurrent programs, portfolios exceeding \$25M, and 200+ annual billing/product releases while maintaining 99.99% availability.

CORE DELIVERY & BILLING EXPERTISE

- Client Delivery Leadership & Senior Stakeholder Management
- Billing, CRM, Charging, Mediation & Customer Platform Transformation
- Business / Client Requirements Translation into Technical Solutions
- Product Ownership, Roadmap Prioritization & Request Triage
- Agile Delivery, Continuous Improvement & Release Management
- Complex Migration, Integration & Transformation Programs
- Client Escalation, Root-Cause Resolution & Service Governance
- Cross-Functional Delivery: Product, Engineering, Finance, Commercial & Operations
- Customer Journeys, Provisioning & Order-to-Revenue Processes
- Cloud, Microservices, APIs, Kubernetes / OpenShift & Enterprise Architecture
- Vendor / Systems-Integrator Management, SLA & KPI Governance
- Change Management, Executive Communication & Delivery Risk Management

SELECTED DELIVERY OUTCOMES

- Owned an enterprise portfolio of 20+ programs across billing, CRM and revenue platforms, achieving 96% on-time delivery and restoring stalled initiatives to disciplined execution.
- Delivered 200+ billing and product rollouts annually, improving time-to-market by 70% while coordinating business, engineering and operational dependencies.
- Led cloud and microservices modernization across revenue platforms, improving delivery speed by 20% and reducing downtime by 30%.
- Managed technology portfolios exceeding \$25M and vendor ecosystems through structured governance, prioritization, escalation management and executive reporting.
- Maintained 99.99% availability for revenue-critical platforms and contributed to a 22% improvement in stakeholder/customer satisfaction through stronger service and delivery management.

PROFESSIONAL EXPERIENCE

BSS & Information Security Principal Architect | Sher Nabi Khan IT Solutions | Jul 2025 - Present

Client-facing solution and delivery ownership across billing, charging, CRM, mediation and provisioning

- Lead BSS solution strategy and delivery across OCS, billing, charging, mediation, CRM and provisioning for international IoT/MVNO services.
- Act as a key link between business stakeholders, Product, Network, Finance, engineering teams and external vendors, translating requirements and problems into workable platform solutions.
- Triage and refine complex business and technical requests, assess dependencies and feasibility, and communicate priorities and delivery considerations to internal teams.
- Shape platform roadmap and delivery priorities, balancing client/business benefit, technical simplicity, reusable capability and implementation constraints.
- Support engineering and integration teams with clear solution requirements for APIs, charging, provisioning, billing and mediation capabilities, resolving cross-domain issues and escalations.
- Design customer and service controls covering pricing, eligibility, usage-based charging and provisioning across complex multi-operator IoT environments.
- Drive vendor coordination, issue resolution and delivery governance for revenue-critical BSS capabilities and integrations.

IT Head of Department & Digital Transformation | China Mobile Corporation | Aug 2021 - Mar 2025

- Owned an enterprise delivery portfolio of 20+ programs spanning billing, CRM and revenue platforms, achieving 96% on-time delivery and reactivating stalled initiatives.
- Partnered with senior business owners, strategic customers and technology teams to understand needs, challenge assumptions, agree priorities and translate requirements into executable roadmaps.
- Acted as escalation and resolution lead for complex technology and service issues, coordinating architecture, engineering, operations and vendors to drive outcomes.
- Directed roadmap planning and 200+ annual billing/product rollouts, improving time-to-market by 70% and strengthening the customer/order-to-revenue journey.
- Managed vendors and systems integrators through delivery reviews, SLA governance, risk management and executive-level service reviews.
- Led cloud and microservices transformation across revenue platforms, reducing downtime by 30% and improving delivery speed by 20%.
- Managed IT/program budgets exceeding \$25M and maintained 99.99% availability across revenue-critical services.

Senior IT Project Manager & Service Delivery Lead | China Mobile Corporation | Mar 2020 - Aug 2021

- Directed planning and delivery of 20+ concurrent technology initiatives across complex client/business-aligned delivery pipelines.
- Established Agile delivery reporting, prioritization, risk management and executive review mechanisms to improve transparency and decision-making.
- Coordinated tenders, POCs, deployments and systems-integrator delivery, accelerating implementation timelines by 15% while maintaining SLA compliance.
- Led service reviews, change management, incident/escalation follow-up and continuous-improvement activities for billing and customer-facing platforms.

Senior Manager, Information Technology | China Mobile Corporation | Dec 2012 - Mar 2020

- Architected and implemented full-stack BSS/OSS capabilities including OCS, provisioning, CRM, mediation and billing for a mobile business serving 50M+ subscribers.
- Translated product, customer and commercial requirements into scalable billing, charging, provisioning and CRM capabilities in partnership with business and technical teams.
- Led reliability, KPI, recovery-readiness, vendor-management and service-improvement practices across enterprise billing and revenue services.
- Managed financial and supply-chain phases of the ZONG ERP program in partnership with Finance, improving operational control and procurement accuracy.

Manager / Assistant Manager / Executive - IT & Service Delivery | China Mobile Corporation | Mar 2006 - Dec 2012

- Progressed from Executive to Manager across CRM, billing, provisioning, reporting, number management and service-delivery responsibilities.
- Supported mediation, interconnect and billing implementations, strengthening usage processing, charging accuracy and service reliability.
- Participated in national telecom product/feature rollouts, customer-platform improvements and reporting automation initiatives.

EDUCATION & CERTIFICATIONS

- Master of Computer Science - International Islamic University Islamabad (2003 - 2008)
- Harvard Mentor Program - Leadership, Strategic Thinking, Change Management & Coaching (2015)
- PMP - Project Management Professional Certified
- PRINCE2 Certified
- ITIL Foundation & ITIL Intermediate (Operational Support)
- COBIT Certified
- Lean Sigma Yellow Belt