

THE FACE OF DIGITAL LEADERSHIP



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Why did you want to join TM Forum's board?

Bharti Airtel is one of the largest telecom operators and technology companies in the world, and it is a great opportunity to represent it at a global level. TM Forum is a great platform to learn and connect with other operators as well, harvest innovative solutions, and build global standards and synergies.

How does your vision for digital leadership align with TM Forum?

Digital leadership starts with a thought and ends with an innovative act; it is when technology is the means to disrupt the conventional way of doing things to create a brilliant customer experience! Digital leadership is when problems come to your door to get solved. This is exactly what we are trying to do at TM Forum: to take genuine business problems, solve them with disruptive thinking and build a maturity model around it so that the industry can benchmark itself.

What do you want TM Forum to achieve in the next 2 years?

To be a one-stop shop for all digital advice, Open APIs for all operators and digital standards. To facilitate an Open Digital Architecture across the industry and be at the helm of smart cities and IoT.

Where were you educated?

In the beginning: Computer Science, Engineering & AI in India; and since then every single day in my job across the 11 countries I have lived in.

Describe your typical day

What's a typical day? Every day starts with new challenges, new ideas, new problems, new solutions. My week is all about balancing between running and supporting the business of today and building the Airtel of tomorrow. In the midst of this all, when I grab a cup of tea with my developers and scientists and sit down to discuss technology and innovation, that is my favorite kind of day.

What do you consider your biggest professional achievement?

I believe this is yet to come because every day I learn more and I get better. Digitizing Airtel has been an unparalleled journey – from digitizing more than 2 million retailers to building innovative products for 400 million customers across 20 geographies.

What have been the low and high points in your career?

There have been too many to count – both highs and lows! We all are a sum of our experiences. Our lows and failures are when we learn the most, and our highs are created by translating these learnings into action. I love being at the helm of technology because this is a field where your learning never stops.

Which worthy cause do you support?

I love using the power of technology in Airtel Engineering and to spread knowledge in society. We at Airtel have pledged 3,000 hours of computer training in Bharti Foundation schools. Bharti Foundation has more than 2,000 schools across India providing free quality education to more than 300,000 students. I also support the GSMA's Connected Women program.

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