

Manish Kumar Jangid

Global CPaaS Messaging Leader | Telecom Regulatory Expert |

RCS, SMS, WhatsApp, 10DLC, DLT, Sender ID | ITIL Certified

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📄 Profile Highlights

Experienced telecom operations leader with over **10 years in global telecom regulatory compliance and CPaaS messaging**. Specialized in end-to-end implementation support of telecom frameworks including **DLT, 10DLC and RCS**. Proven record of delivering successful multi-country messaging compliance across India, North America, Europe, MENA, APAC, and Africa. Adept in aligning messaging operations with regulatory standards while improving cost efficiency and delivery success rates. Grew from **front-line support to Senior Manager within 6 years**, earning five promotions based on regulatory expertise and service delivery impact. Strong collaboration with cross-functional teams in Legal, Product, and Carrier Relations. ITIL certified with hands-on experience in platform automation and delivery optimization.

🛡️ Regulatory Expertise:

- End-to-end DLT implementation: PE/TM registration, Consent Management (DCA), Call to Action (CTA), and PE-TM chain binding.
- Executed global sender ID registration and compliance for TFN/10DLC (USA), UAE, Singapore, Ireland, China, Hongkong, Singapore and more.

💰 Operational Impact:

- Achieved ₹1 crore annual cost savings via platform optimization and process automation.
- Completed 3,000+ PE-TM chain mappings under stringent timelines.
- Ensured zero downtime during key regulatory rollouts by coordinating across product, legal, and support teams.

🔧 Core Competencies:

- Global Telecom Regulatory Compliance (TRAI, CTIA, GDPR)
- DLT Implementation (PE-TM Binding, Consent Templates, CTA)
- A2P Messaging (10DLC, SMS, Short Code, Long Code)
- Rich Communication Services (RCS) – Upscale and Multichannel
- International Sender ID Registration and KYC Procedures
- Telecom Partner Coordination and Onboarding
- Regulatory Reporting and Audits
- Messaging Infrastructure Monitoring (DLRs, QoS)
- SLA Management and Root Cause Analysis (RCA)
- Messaging APIs, Campaign Management Tools
- Collaborated with Indian telecom operators (Airtel, Vodafone, Jio, BSNL) to resolve delivery issues



- 📁 **CPaaS Channels:**
 - SMS, WhatsApp, Voice, RCS
- 🛠️ **Tools:**
 - Jira, Zendesk, Salesforce, Kibana, Telq, Postman
- 🧩 **Integrations:**
 - WebEngage, MoEngage, Clevertap
- 📊 **Reporting:**
 - Excel (Advanced)
 - Google Sheets,
 - PowerPoint (Professional Presentations, QBRs, Infographics, Regulatory Decks)
- 👤 **Leadership:**
 - Team Management, Regulatory Liaison, Compliance Ops

🏆 Awards

- 🏆 Technical Support Excellence Award (2022) – Top CSAT & 24/7 support resolution
- 🏆 Top Performer (6x) – Consistently led SLA metrics in Service Ops
- 🏆 Super Sincher – Q4 2024 – For cross-regional regulatory implementation

📄 Certifications

- 🛡️ ITIL Foundation in IT Service Management – PeopleCert
- 🏠 CONTROL SYSTEMS – IIT Kharagpur
- 🧠 QEEE Program – IIT Madras
- 📚 DBMS & ISTE Workshop – IIT Bombay

🌐 Languages

- English
- Hindi

📁 Professional Experience

Globe Teleservices

Aug 2025- Current Gurugram

🔗 <https://globeteleservices.com/>

Senior Manager - Procurement & Routing

- **Compliance and Reporting**
 - Ensure SMS traffic complies with global regulations
 - Maintain proper documentation of routing changes and performance metrics.
 - Generate and present detailed reports on delivery performance, costs, and routing optimizations to senior management.
- **SMS Routing Optimization**
 - Monitor and manage SMS routing tables to ensure optimal cost and quality of service.
 - Analyze delivery performance metrics and proactively address routing issues.
 - Implement strategies to reduce costs and improve delivery rates without compromising quality.
 - Evaluate and onboard new routing options to expand SMS delivery capabilities.

Sinch India

Sep 2024- Aug 2025

🔗 <https://sinch.com/in/>

Senior Manager - Technical Support

- **Collaborated with the SINCH DLT team to align platform operations with evolving DLT guidelines, driving seamless implementation and achieving a high success rate in message delivery.**
- **Ensured Quality of Service (QoS) by establishing and maintaining seamless connectivity and synchronization calls with all DLT operators.**
- Facilitated activities to promote a positive work environment and team unity. Implemented customer service excellence standards to enhance client satisfaction and loyalty. Identified needs of customers promptly and efficiently.
- Oversaw operations and improvements for SMS Services within the DLT team.
- **Led a team of five members to manage daily DLT SMS services tasks. Monitored and implemented necessary steps for TRAI compliance.**
- Demonstrated expertise in data modeling and advanced reporting tools, including Excel and Google Sheets. Highly proficient in **presentation Applications such as Google Slides and Microsoft PowerPoint, with strong skills in Excel formulas and dashboard creation.**
- International Sender ID Registration and Regulations over the **globe**
- Oversaw delivery report tracking for operators and ensured Quality of Service for both domestic and international customer traffic, focusing on optimal message delivery performance

Sinch India

(ACL Mobile Pvt. Ltd. was acquired by Sinch in 2020, continuous service since 2018)

Manager - Technical Support

Aug 2022-Aug 2024 Noida

Deputy Manager – Customer Success

Aug 2021-Aug 2022 Noida

Assistant Manager-Customer Support

Apr 2020-Aug 2021 Jaipur





Executive-Customer Support

Jul 2018 - Apr 2020 Jaipur

Customer Support Engineer (TCS Project – Taj Hotels, Jai Mahal Palace, Jaipur)

- Worked on a TCS-managed IT infrastructure project at Taj Hotels – Jai Mahal Palace, Jaipur, delivering on-site IT support for hotel operations and guest connectivity.
- Ensured seamless Wi-Fi and internet services for guests, resolving connectivity issues and maintaining high service uptime.
- Managed internal IT systems including hotel software platforms like PMS and Opera, ensuring uninterrupted operations.
- Supported installation, configuration, and administration of enterprise tools including WSUS, Symantec Endpoint Protection (SEPM), and Active Directory (AD).
- Collaborated with corporate IT teams on security patching, system updates, and compliance initiatives.

Education

-  **MBA – Marketing**
Vardhman Mahavir Open University | 2020–2022 |  Distance Learning
-  **B.Tech – Computer Science Engineering**
Rajasthan Technical University (RTU), Kota | 2012–2015
-  **Diploma – Computer Science Engineering**
Government Polytechnic, Sawai-Madhopur | 2008–2011