



Richard Scott

SERVICE DELIVERY / IT OPERATIONS MANAGER

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PROFESSIONAL SUMMARY

ITIL V3 Expert, Certified SCRUM MASTER, PMP trained, IRCA certified ISO 27001:2013 Lead Auditor with 10+ years of experience into IT as Service Delivery & IT Operations Manager spanning across Big4, Pharma, Media, Contact centre, Telecom, BFSI industries.



EXPERIENCE

Assistant Manager- Technology

Microsoft Oct 2015 - Present

- **IT Operations & Service Delivery**
 - Responsible & Accountable for delivery of IT operations as per agreed SLA's (99%) to business
 - Manage FMS team of 45 members & align processes as per ITIL guidelines
- **Project Management**
 - Developing scope around a new project and on completion, transitioning to operations
- **Asset Management**
 - 10,000+ Assets & Accessories managed
 - Completed 4 physical inventory audits to verify stock levels, address discrepancies and forecast future needs
 - Discovered 93% missing Assets within 1 years span
- **ID Management**
 - Responsible for PAN India ID Management process from IT end for Global GIS Team, HR & Business
- **Information Security**
 - Lead IT SPOC for ISO Audits conducted by external Auditors
 - Lead Auditor for internal Audits conducted biannually

IT Operations / Program Manager

Google Apr 2014 - Oct 2015

- **Program Manager**
 - Accountable for managing the end to end scope of a Program
 - Working closely with clients to understand their needs
 - Supervised and performed human resource management functions for 80 subordinates
- **Governance & Service Delivery**
 - Ensuring adherence of the SLA agreed to customer for the overall program
 - Mentoring and coaching teams at all levels
 - Managing asset base of 15000+ across India
- **Project Management:** Spearhead critical projects like:
 - Desktop to Laptop migration for 700 + users



SKILLS

Service Level Management



IT Infrastructure



Client relationship management



People Management



IT Strategy



Vendor Management



IT Governance



LANGUAGES

English



French



Arabic



German



AWARDS

Star Performer in IT Microsoft

Consecutively rated '5' in performance rating Google



EDUCATION

Masters of Information Management

San Jose State University

Aug 2011 - May 2014

Bachelors of Computer Engineering

Northeastern University

Aug 2005 - May 2009



COURSES