



# 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       | <div><div></div></div> |
| IT Infrastructure              | <div><div></div></div> |
| Client relationship management | <div><div></div></div> |
| People Management              | <div><div></div></div> |
| IT Strategy                    | <div><div></div></div> |
| Vendor Management              | <div><div></div></div> |
| IT Governance                  | <div><div></div></div> |



## LANGUAGES

|         |  |
|---------|--|
| English | <div><div></div><div></div><div></div><div></div><div></div></div> |
| French  | <div><div></div><div></div><div></div><div></div><div></div></div> |
| Arabic  | <div><div></div><div></div><div></div><div></div><div></div></div> |
| German  | <div><div></div><div></div><div></div><div></div><div></div></div> |



## 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