**Akshay Emula Email:** [akshay.emula@gmail.com](mailto:akshay.emula@gmail.com)

**Technical - Applications Service Delivery Lead**

**Current Location:** Netherlands

PROFESSIONAL EXPERIENCE:

Dedicated and results-driven professional with 9 years of experience in Application Support, IT Service Management, IT Service Delivery & Cloud Services, seeking a challenging position at a dynamic software company. Proficient in AWS & Azure Cloud technologies, with a strong track record in Service Delivery Management, ITSM, Release Management, Offshore Development Operations, Team Building & leadership.

PROFESSIONAL SUMMARY:

*June 2015 - Present*

* Resolved complex IT issues promptly, demonstrating a strong problem-solving mindset & ensuring minimal disruption to business operations.
* Conducted regular service reviews with business units to solicit feedback, identify improvement opportunities, and drive continuous service improvement initiatives.
* Maintained documentation and knowledge articles to support end-users and streamline service desk operations.
* Gained extensive experience in supporting diverse applications, mastering End-to-End knowledge related to Interfaces, Infrastructure, and databases.
* Skills related to databases such as ORACLE, SQL Server or No SQL dBs like Cosmos DB/PostgreSQL
* Experience with tools/tooling like Microsoft Office, Microsoft Power products, Azure Boards & ServiceNow.
* Proficient working in an ITIL & ITSM Toolsets, ITSM environment, i.e., incident, change, configuration management (CMS)& proactive problem management.
* Expertise in evaluated business requirements & prepared Detailed Design Documents that follows Project guidelines & SLAs required procuring data from all the downstream data sources & written programs.
* Thorough knowledge and experience in key Oil & Gas related Apps like Oil Accounting System, LIMS & PI.

PROJECT DETAILS:

**Organization:** Infosys (Jan 2024 to Present) **Client details**: OIL & GAS Industry

**IT Applications Service Delivery Lead (Jan 2024 – Present || Amsterdam) - Roles and Responsibilities:**

* Act as the primary point of escalation for technical & process issues, ensuring timely resolution & maintaining high service levels for clients & act(s) as first point of contact for the organization in case of questions.
* Acted as a liaison between IT and business units to ensure alignment of IT services with organizational goals.
* Coordinated service continuity planning efforts to minimize the impact of potential disruptions on business operations.
* Analyzed service desk data to identify trends and proactively address potential issues before they escalate.
* Provided leadership and guidance during major incidents to restore service operations swiftly.
* Supported the development and implementation of disaster recovery and business continuity plans.
* Participated in cross-functional project teams to implement ITSM process improvements and automation initiatives.
* Provided expert guidance on IT service management best practices and methodologies to stakeholders.
* Collaborated with external auditors to provide evidence of compliance with regulatory requirements.

**Organization:** WIPRO Technologies (June 2015 to Jan 2024) **Client Details**: OIL & GAS Industry **Duration:** 8 Years 6 Months (Aug 2015 to Jan 2024)

**IT Applications Service Delivery Lead (Oct 2021 – Jan 2024 || Amsterdam) - Roles and Responsibilities:**

* Act as the primary point of escalation for technical & process issues, ensuring timely resolution & maintaining high service levels for clients & act(s) as first point of contact for the organization in case of questions.
* Drive the adoption of Agile methodologies & robust business process management, fostering a culture of continuous improvement & innovation.
* Daily oversight of the application support & preventing incidents from reoccurring and maintaining the Known error database as a part of knowledge management.
* Worked as a Single point of contact (SPOC) for Client & coordinated with offshore teams effectively ensuring delivery w.r.t agreed SLA’s.
* Providing Incident trends, Root cause analysis, Work arounds to relevant stakeholders and ensuring the prevention of Incidents through problem solving efforts.
* Monitored service performance metrics and SLAs to drive continuous improvement and meet business objectives.
* Collaborated with cross-functional teams to identify root causes of incidents and implement preventive measures.
* Ensure that all the known incidents/Issues are logged into Known Error Database Document (KEDB) and make sure that the KEDB is available to all the team members as a part of knowledge management.
* Ensure that a temporary workaround/temporary solution is provided initially to the problem and later providing the final solutions by collaborating with multiple teams required and storing the known issue as a part of Historical data of incidents and services.
* Providing Data Insights, Incident trends, ticket trends to customer w. r. t Monthly, Quarterly & Annual ticket trends for various applications within Governance Meetings with Service, Process Owners & C-Level Stakeholders.
* Led incident response efforts, ensuring rapid resolution of IT issues to maintain business continuity.
* Propose & develop monitoring tools that would measure application/system reliability & point at weakness in the system.
* Move easily in different environments, and communicates easily with engineers, lead, and senior management.
* Providing subject matter expertise in technical aspects related to applications using the problem-solving skills/problem-solving efforts.
* Collaborated with Leadership on recruitment strategies, performance management and employee engagement to improve retention rates by 5%.
* Ensure changes to Apps undergo control test/control testing and are documented & communicated properly.

**Key Achievements:**

* Established a strong reputation as a reliable & responsive Applications Service Delivery Lead, resulting in increased customer satisfaction & long-term partnerships.
* Received accolades for seamless migration of critical applications to AWS, resulting in enhanced scalability & cost savings.
* Implemented robust procedures for Monthly/Quarterly Patching & yearly activities, reducing downtime & improving overall system stability.
* Led technical discussions with clients, offering innovative solutions that align with business objectives & enhance application performance by managing the life cycle of Application.
* Introduced proactive monitoring strategies, reducing mean time to resolution (MTTR) by 70% & improving application uptime.
* Received WIPRO’s - “Best Innovator” Award & Certificate for automating difficult tasks.

**Offshore Service Delivery Lead (Aug 2019 – Sep 2021 || INDIA) - Roles and Responsibilities:**

* Spearheaded successful deployments of AWS Cloud services, including EC2, ELB, S3, RDS, Lambda, and Cloud Watch, ensuring optimal application performance in a high-demand environment.
* Led automation & continuous improvement initiatives, to enhance productivity & streamline manual tasks.
* Adept at evaluating business requirements & preparing detailed design documents to support data procurement and analysis.
* Coordinated & executed change management procedures, ensuring seamless integration of changes & minimizing risk.
* Worked on automating many manual tasks such as - regular housekeeping, detecting, and handling bad files, Database refresh activities, Lights on Activities, reporting tasks and many more.
* Communicates new policy and processes/procedures to existing processes/procedures to all relevant stakeholders.
* Lead the whole escalation process from communicating to development team to explain the solution to client.

**Key Achievements:**

* Successfully migrated infrastructure and applications from on-premise to AWS & Azure Cloud, resulting in significant cost savings and improved scalability.
* Implemented innovative automations, resulting in a 90% reduction in manual efforts and enhanced data accuracy.
* Introduced Azure DevOps Services for Agile project management, leading to improved collaboration and prioritization of tasks.

**Technical Support Analyst (Aug 2015 – July 2019 || INDIA) - Roles and Responsibilities:**

* Spearheaded various roles in monitoring and managing support projects, delivering exceptional results from offshore location by aligning offshore resources.
* Leveraged my expertise in VB Script, PowerShell, DCL, VBA, and SQL Scripts to automate manual tasks, ensuring real-time application monitoring and issue resolution.
* Pioneered the implementation of monitors, alarms, and notifications for EC2 hosts using AWS CloudWatch, ensuring high availability and performance of critical application.
* Collaborated with vendors and project management teams, identifying, and resolving defects in applications, resulting in enhanced software performance and user experience.
* Ensured reported issues were resolved more quickly by documenting and tracking application issues using Agile/Lean Methodologies. Also participated in scrum meetings which assisted in prioritization of issues using Azure DevOps.

TECHNICAL SKILLS:

* **Cloud Technologies:** AWS (EC2, S3, RDS, Cloud Watch, Cloud Formation, ELB, SNS, NSG & VPC) & Azure (VM’s, Load Balancers, Functions, Databases, Logic Apps & DevOps)
* **Languages:** SQL, ASP .NET, XML, VBScript, HTML, DCL, COBOL, FORTRAN, and UNIX Shell Scripting.
* **Operating systems:** Windows, OpenVMS
* **Certifications:** ITIL V4 Essentials, Microsoft Azure Administrator, Microsoft Azure DevOps Engineer
* **Ticketing tool:** ServiceNow, BMC Remedy & Azure DevOps
* **Other tools:** Microsoft Office, PowerBI, PowerApps, Putty, SQL Developer, TOAD, Eclipse IDE, Tableau & Splunk.
* **Business Skills:** IT Service Management (ITSM), Incident, Problem & Change Management, Service Level Management, Process Improvement & Root Cause Analysis Expertise

**ACADEMIC PROFILE:**

* M.Tech in Information Technology from VIT university, INDIA (Integrated Course offered by WIPRO)
* B.SC in Computer Science from Aurora Degree College, Hyderabad, INDIA – OSMANIA University

**PERSONAL DETAILS:**

Languages known: English, Dutch (A2 Level)