



Amol Nikam

Cluster Lead-Service Integration

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- 16.5 years of IT experience in Service Delivery, IT Service Management, Solutions Design, and Solution Architecture
- 12+ years of experience in designing and building the various ITIL processes and establishing integrations with third party tools like SCCM, LDAP, Netcool
- Have been Integral part of Development and Support Teams and rich experience on fine tuning performance issues based on ITIL best practices
- Experience in working with multiple vendors and geographically distributed teams
- Proven track records in quality service transformation in terms of SLA management, process adherence, process definition and implementation

Key Skills

- Service Integration and Management
- Managed Services Support
- Customer Relationship Management
- Project Management
- DevOps
- AWS
- Risk Management
- RFP/RFI/Bid Management
- Info Security Management
- Agile Implementation
- ITIL Practice

Professional Experience

October 2021 - Present

Cluster Lead-Service Integration

Allianz Technology

- Responsible for SIAM service offerings, service design & implementation setup governance models and operationalize SIAM Framework
- Responsible for the design, implementation and maintenance of SIAM policies, processes and procedures.
- Very strong Influential relationship management skills with stakeholders, senior management, colleagues and external service providers
- Manage the transition and design of the SIAM organization to an operational state, including any required staffing, processes, and strategic direction
- Work with various stakeholders to onboard the different Service Management Functions and Modules and Integrate them through Service Now Platform
- Experienced in working with and managing relationships with 3rd party vendors and partners
- Analyze, understand, and continuously manage interdependencies within the Service Providers for smooth Operations.
- Establish and maintain strong, productive, and collaborative relationships with the Service Providers.
- Ensure Process Compliance, Adherence and Maintenance of Service Management Process and Tools.
- Govern the Continual Service Improvement in conjunction with customers' strategy and drive it across Service Providers.
- Track and Report CSIs across Providers.

April 2015 - October 2021

ITSM/SIAM Consultant

Tech Mahindra

- Subject Matter Expertise and Consulting Services Management and Delivery
- Heading SMO function, which involves an E2E interaction across various platforms. Accountable for Service Management function performance for the client. Point of escalation for Client partners.
- Responsible for SMO performance with respect to deliverables and key measures
- Service Impact Assessment and Service Resumption/Disaster Recovery
- Managing all 3rd Party delivery Run services to the Account
- Translate client requirements into innovative solutions through requirements analysis, solution architecture design and effort & cost estimation.
- Develop an integrated and commercially viable solution covering all facets of ITIL prescribed functions/ processes, Service Desk along with enabling tools and technologies

- Supplier Management
- Audit and Compliance

- Participate in client meetings during various stages of the Sales cycle, solution defense workshops and capability demonstrations
- Handling RFP/RFS/RFQ/Re-bids in IT Infrastructure domain for ITSM, Software Assets Management and Service Integration and Asset Management.
- Identify and bring to notice of the concerned any deviations in the process and products as against their requirements and track them to closure.

*February 2013 -
April 2015*

Service Manager

Tata Consultancy Services

- Responsible for the effective implementation of the "Incident Management and Problem Management" across the service functions and carry out respective reporting procedure.
- Monitored team performance, adhered to service level agreements (SLAs) and provided detailed job training.
- Strategic and tactical planning for full scale implementation of ITIL framework.
- Participate in organizational activities such PMR/QMR, DP meetings, process improvements
- Coordinate with the concerned project team to carry out root cause analysis and publish reports.
- Represent the first stage of escalation for Incidents, should these not be resolvable within the agreed Service Levels.
- Undertaking research for the root-causes of Incidents and thus ensures the enduring elimination of interruptions.
- Make temporary solutions (Workarounds) available to Incident Management. Developing final solutions for Known Errors.
- Responsible to ensure Severity 1 & 2 SLAs are met.
- Reviewing all "on-hold" problems and known errors
- Reviewing progress and results of Problem Tickets with client and (senior) management supporting in determination of problem priority, service levels and remedial action
- Drive through the weekly and monthly reviews with respective stake holders.
- Prepare and execute the development plan for the team for continuous improvement.

*November 2011 -
February 2013*

Incident Manager

Wipro Technologies

- Responsible to ensure Severity 1 & 2 SLAs are met. Ensure proper management of Sev1 & Sev2 queries/ monitoring
- Gathered data from incidents that had been remedied for careful review and analysis to prevent future events.
- Developed remediation plans for potential incidents ahead of time and made appropriate changes during emergencies.
- Assessed incident priority based upon impact to business and escalated issues as necessary.
- Handled high priority incidents with exceptional poise and composure, making quick decisions in effort to reduce overall

impact.

- Coordinating Incident Bridge calls for quick and prompt resolutions
- Follow-up on escalations and issue tracking
- Ensure that the correct Technical teams are engaged and proper focus is paid to outages and recovery
- Send Alert notifications to the Site Support and the Monitoring teams about any network related issues
- Provide updates to the Management of daily outages
- Updating Front end messages on the IVR for Major outages

*November 2009 -
November 2011*

Technical Support Engineer

IBM

- Install, upgrade, support and troubleshoot XP, Windows 7 and Microsoft Office 2007 and any other authorized desktop applications
- Install, upgrade, support and troubleshoot for printers.
- Perform routers configuration to enable wi-fi setup
- Removed malware, ransomware and other threats from laptops and desktop systems.

*December 2007 -
August 2009*

Desktop Admin

Bajaj Allianz

- Troubleshoot various technical issues dealing with desktops and printers.
- Manage Asset repository

Education

BBA: Business Management in Operations

MIT Collage , Pune | April 2008 - March 2010

Bachelor of Arts in English Literature

SMBS, Karad | April 2003 - April 2006

Master of Arts in English Literature

Modern Collage, Shivajinagar, Pune | April 2006 - April 2008

Certifications

April 2014

ITIL Capability Modules

Axelos

ITIL PPO

ITIL RVC

ITIL SOA

ITIL OSA

February 2021	ITIL Managing Professional Transition <i>Axelos</i>
October 2021	Agile Scrum Master <i>GSDC</i>
October 2021	DevOps Practitioner <i>GSDC</i>
August 2021	SIAM Professional <i>EXIN</i>