

Deepa Poonacha

Service Delivery | Service Management | People Management

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A dedicated and outcome-oriented professional committed to delivering exceptional customer experiences. Possessing an advanced level of expertise in critical IT Service Management and Service Delivery domains, with a keen emphasis on providing strategic IT solutions to align with evolving client needs. Demonstrating a documented history of effectively managing teams comprising over 200 technical professionals, streamlining operations, and enhancing client contentment. Equipped with extensive leadership and team cultivation acumen, adeptly guiding interdisciplinary teams to success. Exhibiting strong executive qualities conducive to fostering resilient connections with diverse stakeholders.

KEY SKILLS

- Service Delivery
- Service Management
- Client Relationship Management
- Process Improvement
- Training & Mentoring
- Project Management

CERTIFICATIONS

- ITIL Foundation
- AWS Certified Solution Architect-Associate



EDUCATION

EXECUTIVE PROGRAMME IN GLOBAL BUSINESS MANAGEMENT:

Indian Institute of Management (IIM), Calcutta, India 2018-JUN - 2019-JUN



BACHELOR OF ENGINEERING – BE (ELECTRONICS AND COMMUNICATION):

NMAM Institute of Technology, NITTE, Mangalore, India 1996 - 2000

PROFESSIONAL EXPERIENCE

SENIOR MANAGER SERVICE DELIVERY | ACCENTURE (INDIA)

BANGALORE, IN | JUN'15 – PRESENT

Domain: Telecom

- Lead cross-functional teams to successfully drive projects to completion, including the management of issues related to the transformation of existing processes and systems and compliance.
- Develop strategies and processes with the customer to ensure improvements by customer focused service and deliveries.
- Develop and implement comprehensive strategy for integrating managed services.
- Ensure seamless transition of client engagement, meeting initial service expectations and milestones, while also sustaining services in line with ongoing expectations and contractual commitments.
- Drive performance, efficiency, and quality of work by providing guidance, instruction, direction, and leadership.
- Manage Communication & Client Escalation and maintaining a high level of customer satisfaction with service delivery.
- Work with customers to provide visibility and guidance through regular Service Reviews and foster strong client relationships.
- Building and maintaining relationships with key stakeholders, including customers, vendors, and internal teams.
- Engage with Senior Leadership executives to understand business needs and manage risk.
- Facilitated discussions and provided strategic insights during client governance forums to foster a productive and positive working relationship.
- Establish metrics, benchmarks and promote a culture of Continual Service Improvement.
- Identifying opportunities to optimize costs while maintaining or improving service quality.
- Responsible for defining, implementing, and managing ITSM disciplines across the Engagement ensuring process Effectiveness & Excellence.
- Ensure contract compliance and SLA performance.
- Enforce process and standards and work to improve process.

Organization Activities

- Recruited, trained, and monitored the delivery team & organized skill-based training programs for them.
- Build a team of high-performance engineers and SMEs by defining business objectives, conduct performance evaluations, and provide team members with career paths.
- Leading the project team, helping them to enhance their professional skills and assigning tasks to meet deadlines.

SERVICE DELIVERY MANAGER | IBM (INDIA)

BANGALORE, IN | MAR '10 – JUN'15

Domain: Telecom

Client: KPN Netherlands

- Define project scope, requirements, and deliverables.
- Partnering closely with business and technology project managers through all phases of the project to ensure a well-coordinated project lifecycle.
- Monitor execution against the overall project plan and prioritize and escalate issues as needed.
- Ensuring effective line of business engagement on all aspects of projects.
- Ensure quality of deliverables
- Coordinating with partners/vendors as required
- Ensuring impediments are visible to management levels and tracked to resolution.
- Support Product Owner in maintaining a Product Backlog of well-defined user stories.

HEAD PROJECTS AND REVENUE ASSURANCE | WIFI NETWORKS (INDIA)

BANGALORE, IN | JAN'09 – MAR'10

Domain: Telecom

- Developing and managing project plans, timelines, budgets, and resources.
- Communicating project goals, status updates, and risks to stakeholders.
- Collaborating with cross-functional teams to ensure successful project delivery.
- Identifying and managing project dependencies and risks.
- Developing and implementing strategies to maximize revenue and minimize revenue leakage.
- Conducting audits and reviews to identify revenue assurance risks and gaps.
- Developing and implementing controls and processes to prevent revenue leakage.
- Analyzing revenue and cost data to identify areas of improvement.
- Collaborating with cross-functional teams to optimize revenue streams.

OTHER EXPERIENCE

Mobile One, Singapore	Telecom Business Analyst	Jun 2006 to Jun 2007
Sasken Technology, India	Software Engineer	May 2005 to Mar 2006
ACS, India	Professional Services Analyst	Oct 2004 to May 2005
Airtel, India	Revenue Assurance Analyst	Dec 2000 to Oct 2004
