**G. Sachin**  
+91-9999.652.524 ~[IntouchSachin@gmail.com](mailto:IntouchSachin@gmail.com)

**P R O J E C T M A N A G E R / S E R V I C E D E L I V E R Y M A N A G E R**

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| ▪Serve as a catalyst for change with a commitment to improving operational efficiencies ▪  ▪Work with cross-functional teams to support strategic program goals ▪  ▪Communicate client business objectives and execute plans that fuel progressive change▪ |
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PMP Trained & ITIL V3 Certified with over 11 Years of experience in service delivery management, project management, product development and contract management. Service and product delivery for client accounts. Demonstrated expertise in up-selling and getting clients to re-sign. Experienced in reporting on Service Level Agreement (SLA) performance and Key Performance Indicators (KPIs). Management of the Profit & Loss (P&L), customer satisfaction, and cultivation of business relationships at all levels, Develop and deliver IT Service Management (ITSM) solutions based on ITIL best practices.Strength also include:-

▪Cross- Functional Leadership ▪Interpersonal Communication ▪Communication Planning

▪Performance Improvement ▪Consulting Engagements ▪Work Flow Optimization

▪Project Management ▪Advanced Technologies ▪Client Development

▪Strategic Planning ▪Business Development ▪ Team Leadership

▪Financial Analysis ▪Program Planning ▪Service Delivery

**P R O F E S S I O N A L E X P E R I E N C E**

WNS Global Services, Gurgaon, India 2008–Till Date  
**Deputy Manager – Operations**

Primary Accomplishments:

Received several commendations for consistently surpassing Service Level Agreement targets, including delivery, application availability, and support call turnaround time.

I am heading the Indian arm of a Global Team (other teams being in Austin, US and Warwick, UK) reporting to Vice President based in US. The Primary responsibility is to support mission critical application, web and Database servers. My other responsibility includes:

• Managing Production Team i.e. Platform Implementation team and Application Support team (IT professionals) who are taking care of Network (LAN/ WAN), Applications/ Web/ Database Servers, Server backup, Active directory, VMware, Citrix Application, Blackberry, configuration and installation of IBM – Dimension/ SPSS / SAS/ MSoffice/ Hot fixes/ Patches and other software’s and utilities.

• In just six months, propelled customer satisfaction scores by 16 points from 78% to 94% months (highest scores in account history) and reversed failing account performing from 15% below target to exceeding target.

• Slashed turnaround time for helpdesk support issues by as much as two weeks by introducing work order ticketing process and tracking/documenting recurring technology issues.

• Elevated expertise and credibility of team by appointing subject matter experts based on individual strengths to become "go-to" person and trainer for any issue related to that specialty.

• Trimmed time spent troubleshooting technical problems by overhauling outdated and incomplete service procedures and holding team members accountable for process updates.

• Lead production teams for effective project planning, execution, monitoring and control; and drive early identification and mitigation of risks.

• Ensures development of detailed work plans, schedules, project estimates, resource plans and project tracking/reporting to effectively manage each project.

• Works with Regional Maps and Content teams and other functional groups to ensure that Production delivers effectively through the project and product lifecycles.

• Collaborate with Global Operations Planning team and other functional groups to prioritize project execution and project delivery planning.

• Lead the migration team for successful migration, report to key stakeholders on progress.

• Involved in implementing projects across the global infrastructure, which include new roll outs by the application vendor (SPSS) their testing and implementation.

**P R O F E S S I O N A L E X P E R I E N C E , c o n t ’ d**

• Actively liaising with the Change Management (CAB), and auditing / co-ordinating changes on the Live/Pre-Production / Test systems.

• Responsible for functional areas of hiring, training, mentoring, performance appraisals and career development for department.

• Working on Incident Management: enter, track, maintain, and follow-up on customer Incidents.

Heritage Web Solutions (HWS) Pvt. Ltd., New Delhi Apr 2007- Nov 2008  
(Subsidiary of Apollo Health Street)

Apollo Health Street is a leading healthcare information company where the Heritage Web Solutions Pvt. Ltd has tied up with Emageon Inc. to develop new enterprise technology that brings digital medical images to physicians when and where they are needed. Emageon provides Intelligent Visual Medical System ™ (IVMS) that provides enterprise access to visual medical content.

I was working in Support team as Service Engineer L-2 and remotely managing the server of the most renowned hospitals of U.S. like Aurora Health Care and Sisters of Mercy Health System, my responsibilities includes

* Maintaining client hospital networks containing Heartbeat clusters (via IPVS) on Linux Platform (SuSE and RedHat).
* Disk Management: Monitoring disk storage partition and taking appropriate remedial actions whenever required
* Resolving load averages on server.
* Performing Change Management on the Servers including configuration changes, software.
* Define and Configure the Policy domain, Policy Set, Management class, Backup copy group, Archive copy group as per Customers requirement.
* Working on Incident Management: enter, track, maintain, and follow-up on customer Incidents.
* Handling all the Trouble and Service Tickets for Server related issues raised by the client.
* Customer Communications: execute daily communication follow-ups with our customers.
* Acting as a single point of contact between the customer and level 3 engineers and third party vendors.
* Third Party Management: worked with Emageons third party vendors to escalate track and handle customer service incidents.
* Handling Escalations.
* Taking care of upgrades/patches on client site.

V-Customer Services (I) Pvt. Ltd, New Delhi Jan 2006 – Apr 2007  
  
V-Customer is a leading US-based global provider of process driven, quality-centric BPO, contact center& technology support services to Fortune 1000 companies.

I worked there as a Sr. Technical Support Engineer for the process Netgear, it’s leading networking company formed in 1996 to serve the purpose of SOHO customers with affordable, easy-to-install, powerful networking solutions. My profile includes:

* Managing team capacity and productivity.
* Accountable for providing networking solution regarding installation / configuration troubleshooting for various Networking Products of the client
* Installations, Configure & Troubleshooting of various types of Routers for Internet connectivity through Cable/DSL modems and VPN.
* Installation, Configuration & Troubleshooting of SOHO Network Products.
* Installation of Hub, Switches & Print Servers.
* Configuration / Installation / Troubleshooting of various Netgear Products.
* Handling Escalations.

**P R O F E S S I O N A L E X P E R I E N C E , c o n t ’ d**

APT Solutions, New Delhi May 2000 – May 2003  
  
I worked as a Software Developer with APT. Solutions as developer before my MCA. I worked on Visual Basic, Ms Access, SQL and Linux. I was the part of software development team and work on few in-house projects

* Payroll Calculation and management.
* Inventory and Sales Monitoring System.
* Library Management.

**C R E D E N T I A L S**

**Masters of Computer Application** – Amity, Noida, 2006

**Bachelor of Commerce** - Delhi University, 2003

**P E R S O N A L D E T A I L S**

* Date of Birth: 1st Dec 1981
* Marital Status: Married
* Location Preference: Open
* Passport: Valid