

# Sunil Gaikwad

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I have spent the last 21 years analysing and transforming processes to support critical business strategies, leading large-scale IT projects, building various IT teams, and executing enterprise-wide IT business transformations across functional boundaries, ensuring quality, timeliness, and cost compliance.

*"Sunil is an extremely capable and competent Technology Professional. His knowledge and experience supported both me and my teams to deliver some very challenging projects over the last 10 years.*

*Ascential is the second time that he has worked within my team where he has transformed the DS delivery & support model by introducing improved processes to further improve the performance against strict customer SLAs & KPIs.*

*His infectious enthusiasm for his role and my experience that once he is given a task, it will be carried out to the highest standard, makes him an asset to any team that he works in."* ~ Matthew Bramwell, Service Delivery Director at Edge by Ascential.

## SKILLS

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**Business:** IT- strategic thinking, programme and project management, operations and support management, service delivery, stakeholder management, risk management, capacity planning, conflict management, and budget management.

**Soft:** Effective communication, emotional control, time management, organization, negotiation, adaptability, critical thinking, performance under pressure, and customer-oriented mindset

**Transferable:** IT architecture (Windows, Linux, Oracle), public/ private cloud (AWS, Azure, Oracle), DevOps (Ansible, Terraform), virtualization (VMware, Hyper-V), data center, network, security, disaster recovery, backup technology, root cause analysis, performance management, decision-making, people management, multitasking, problem solving, collaboration, initiative, customer service,

**Process:** Implementation of ITSM processes and policies (incident, change, problem, configuration, knowledge management), continual service improvements, reporting using ITIL methodology, and agile methodology.

## EXPERIENCE

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### Edge by Ascential

MUMBAI, INDIA

Global Head of Customer Support

Jan 22 to Oct 22

- We documented, owned, and engineered change with our service providers to establish and maintain operational processes and systems to deliver customer satisfaction:
  - In 9 months, increased team productivity & efficiency by 60-70% and met 99-100% of SLA and KPI compliance by implementing incident, change, problem, and knowledge management.
  - Expanded customer satisfaction by 50-60% by negotiating service changes with business units and reducing resource costs by 50%.

- On this journey, I have successfully collaborated with 30 CSMs and 10 programme managers across the EMEA region to help them with what they need or reach out with a problem or question. In contrast, focusing on helping identify and facilitate customers' reaching their goals.
- Headed a team size of 80 indirect reports and 13 direct reports from TCS for customer operations, and a team size of 10 indirect reports and 1 direct report from onshore for customer support.

## **NEC Software Solutions- India**

## **MUMBAI, INDIA**

Head of Platform - DevOps

Aug 18 to Jan 22

Assistant Manager – Technical Change, Problem and, Projects

Jul 15 to Jul 18

Technical Lead

Jul 13 to Jun 15

Senior WSA

Mar 12 to Jun 13

- Achieved 97-99% compliance by meeting SLAs and KPIs as specified by the organization by collaborating with the client's IT departments and client-facing teams.
- Designed new workflows and support processes that reduce support costs by 70-80% as approvals for execution usually take 3-5 working days.
- Improved productivity and efficiency on average by 70-80% by enabling automation to build infrastructure servers and deploy applications/software, allowing development teams to supply 200+ servers in a matter of days, rather than weeks.
- Customer satisfaction was increased by 60-80% through discussing service adjustments with business units.
- Despite considerable environmental challenges, delivered compelling results and demonstrated leadership ability on a project including the move of 200+ physical servers and 5k+ virtual machines from Sungard London to NTT Slough/ Hemel. Timescales were shortened for three months to set up racks/structured cabling in NTT and map from source DC to destination DC. Actual migrations were accomplished over the weekend, utilising offshore resources (30+) to controllably power down/power up physical/virtual servers and services. Extensive snagging and troubleshooting were required throughout the move of HW/ VMs to the new DC/ NTT. Leading by example and encouraging engineers to work 60-hour shifts displayed resilience. SAP/HR/Payroll, Police Systems, NHS ANPR (Automatic Number Plate Recognition System), and so on were key business operations for a 6,000-person team.

I have also worked at Zenith Infotech Ltd, MindCraft Software Pvt Ltd, Magnanimous Pvt Ltd, and PCS Industries Ltd between 2001 and 2012.

## **EDUCATION**

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### **BSC-IT**

### **HIMACHAL PRADESH, INDIA**

Manav Bharti University, Distance Learning

Jan 11 to Jun 13

## CERTIFICATIONS

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AWS Certified Solutions Architect - Associate certification- Sep 2019

MCSA: Cloud Platform - Certified 2017 (Azure)

MCSE: Cloud Platform and Infrastructure - Certified 2017 (Azure)

Prince2 Foundation- December 2014

Prince2 Practitioner- December 2014

ITIL V3 Foundation – August 2014

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