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Amit Kumar Khandelwal premium Featured

Seeking role in IT Service Management,Transition & Transformation Management,Project Management,Service Delivery Management,Business Process Re-engineering,Solution Architecture & Design on ServiceNow, Product Development/Management.

Current Designation: Consultant	Total Experience: 12 Year(s) 0 Month(s)
Current Company: HCL Technologies	Notice Period: 3 Months
Current Location: Delhi	Highest Degree: MCA [Computers]
Pref. Location: Delhi	

Functional Area: IT Software - Application Programming / Maintenance

Role: Functional Outside Consultant

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Advisory/Functional Outside Consultant,Transition Management,IT Project Management,Business Process Re-engineering,Solution Architecture,Technical Writing,Prince2,ITIL,Servicenow,Bmc Remedy,Transformation Management,IT Service Management

Verified : Phone Number | Email - id

Last Active: **Jan-Mar 2021**   Last Modified: **Jan-Mar 2021**

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Summary

Prince2 Practictioner & ITIL v4 Managing Professional with 10 plus years of experience looking for role in ITIL / Business Process Re-engineering & Implementation, IT Infrastructure Operations, Service Delivery and Support
Capable of delivering Transition & Transformation projects focusing on IT Infrastructure Operations, ITSM Tools & Technologies like ServiceNow, Remedy etc. Expertise in IT Service Management, Data Centre Operations, Project Management,
Expert in defining service standards and ITIL based guidelines that serve as benchmark for excellent service delivery thereby contributing towards ameliorated service revenue generation
Expertise in Transition and Transformation of Service Management processes and tools, Data Centre Operations, of the customer or delivery organizations.
Capable of product development and management.

Work Experience

◉ **HCL Technologies** as Consultant
  Nov 2020 to Till Date

◉ **inMorphis Services** as Advisory Consultant
  Jul 2019 to Nov 2020

  As advisory consultant I am responsible for providing consulting services, RFP/RFI responses, drive first call meet, pre-sales
  discussions, conduct capability demonstrations of product and services offered by InMorphis.
  Leading Implementation and Transformation of various processes ranging from ITIL, Project Management, Security Operations etc. in customer environment using ServiceNow based solutions.
  Account management activities from identification and discovering opportunities in existing account, upselling, advising and
  partnering in transformational journey of customer.
  Prepare Scope Of Work, Service Contracts, Support Models for new or existing customers.
  Interviewed candidates, selection and project allocation of resources to delivery projects
  Conduct in-house Trainings; responsible for mentoring, knowledge sharing and grooming new members in the team
  Administered:
  o Sign offs for the transformation projects and project closure reports
  o Sign offs from steady state SPOCs on project deliverables and artefacts

◉ **inMorphis Services** as Advisory Consultant
  Jul 2019 to Nov 2020

◉ **HCL Technologies** as Associate Consultant

HCL Technologies as Associate Consultant
May 2012 to Jul 2017

As Associate Consultant part of Centre of Excellence group was responsible for business process re-engineering, implementing transition and transformation projects in customer environment.
Successfully transitioned new accounts and process from on site or customer environment to HCL offshore delivery centres.
Lead service improvement plan initiatives which were aligned with profit improvement plan of HCL management to improve
overall efficiency in delivering services, increase ROI using various methods including workload analysis, productivity analysis etc.
Performed project management in transition, migration, and transformation of Data Centre Services from customer environment to HCL data centres for North America and EMEA region customers.
Created and Delivered training academies within organization to train and enhance skills of users to meet specific needs of
the customer.
Recognized as SPOC for:
o EMEA accounts during service transition and initiation phase of the project
o Process updates and documentation apart from core responsibilities during the service operations stage and finally was
responsible for transitioning the project to remote monitoring team and closure
Rewarded for excellent support, building customer confidence, satisfaction levels in clients
Received:
o Star Performer Award
o Appreciation letters and emails on commendable work in day-to-day operations

CSC India Pvt. Ltd as Associate System Engineer
Mar 2006 to Dec 2008

Started working as team member of a pilot project of an EMEA account for basic monitoring and ticket routing role, based on
performance was given additional responsibility of transitioning activities of the project
Prepared process and technical documents for the team and played role of SPOC for specific accounts
Successfully transitioned new accounts and process from on site as a part of pilot batch team
Recognized as SPOC for:
o EMEA accounts during service transition and initiation phase of the project
o Process updates and documentation apart from core responsibilities during the service operations stage and finally was
responsible for transitioning the project to remote monitoring team and closure
Rewarded for excellent support, building customer confidence, satisfaction levels in clients
Received:
o Star Performer Award
o Appreciation letters and emails on commendable work in day-to-day operations

Convergys as Technical Support Officer
Jul 2005 to Mar 2006

Started working as team member handling customers issues on windows platform related to network connectivity and solution provided by Telecom provider and soon elevated to handle other platform related customer issues.
Maintained quality standards and updated team process documents.

Wizard Inc as Network Engineer
Jun 2004 to Dec 2004

Responsible for assembling and troubleshooting desktops and SOHO equipment
Installation of new network and setting up as per customer requirement.

Education

UG: **Bachelors (Information Technology)** from **GNDU** in **2004**

PG: **MCA (Computers), Part time** from **Sikkim Manipal University (SMU)** in **2009**

Other Qualifications/Certifications/Programs:
ITIL v3 Expert
Prince2 Practitioner
MCSA
ITIL v4 MPT

IT Skills

Skill Name	Version	Last Used	Experience
Solaris Administration	10		2 Year(s)
AS400	OS400		2 Year(s) 9 Month(s)
WINDOWS SERVER	2008		3 Year(s)
CCNA	N/A		3 Year(s)
RHCE	5		3 Year(s)
PRINCE2	2009		2 Year(s)
ServiceNow	New York	2020	4 Year(s)
BMC Remedy	ARS		2 Year(s)

ITIL Expert	V3	5 Year(s)

Languages Known

Language	Proficiency	Read	Write	Speak
English	Proficient	✔	✔	✔
Hindi	Proficient	✔	✔	✔

Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

Countries: India

Job Type: Permanent

Employment Status: Full time