

SIDDHARTH DUTT

Service Delivery Manager | IT Operations | Managed Services | Program & Transition Management

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Executive Summary:

Senior Service Delivery & IT Operations Leader with 20+ years of global experience across Telecom, BFSI, and Enterprise Managed Services. Proven track record of owning P&L-aligned service delivery, driving 99.9%+ SLA compliance, improving CSAT to 4.9/5, and leading large-scale service transitions across APAC, EMEA, Americas, and Africa. Expert in stakeholder management, ITIL-driven operations, vendor governance, and business-focused service transformation.

CORE COMPETENCIES

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|--------------------------------------|---|---------------------------------|
| ▪ ICT Consulting & Guidance | ▪ Training & Skill upgrade | ▪ Vendor Management |
| ▪ Stakeholder & Executive Management | ▪ Team & People Management | ▪ ITIL Framework |
| ▪ IT Service Delivery Management | ▪ Project Delivery Management | ▪ Contract and Financial Govern |
| ▪ Client Escalation Management | ▪ SLA Management | ▪ Risk Management |
| ▪ Process & Transition Improvement | ▪ Incident, Problem and Change Management | ▪ Automation and AIOps |
| ▪ Service Quality Management | | |

EXPERIENCE SNAPSHOT

Independent IT Management– Service Delivery & Operations (Dec 2023– Till Date)

- Delivered IT service delivery consulting focused on SLA compliance, incident management optimization, and service governance.
- Consulted for redesigning incident management workflows, resulting in a **20%** reduction in ticket resolution time.
- Implemented ITIL-aligned service governance models, improving SLA adherence from 96% to 99.8%.
- Supported leadership teams with service reporting, QBR frameworks, and CX improvement plan.
 - Identified and piloted AI-driven automation use cases, reducing manual reporting effort by 30–40%

Key Impact: Improved operational stability, measurable CX improvement, and stronger service governance maturity

AVAYA – Senior Client Service Delivery Manager

Apr 2014 – Nov 2023 | Singapore / India

- Owned end-to-end service delivery for large global enterprise managed services accounts valued at \$10M–\$25M annually.
- Maintained 99.9%+ service availability and 100% contractual SLA compliance across multi-region operations.
- Acted as Single Point of Contact (SPOC) for P1/P0 incidents, successfully resolving 95%+ critical escalations within SLA..
- Led cross-functional service teams of 50+ resources across APAC, EMEA, Africa, and North America.
- Executed 15+ complex global service transitions, onboarding and stabilizing services with zero critical post-go-live failures.
- Conducted Weekly, Monthly, and Quarterly Business Reviews (QBRs) with senior stakeholders.
- Partnered with Sales and Account Management to drive \$10M+ in incremental annual revenue through renewals and service expansion.
- Strengthened vendor governance, improving third-party SLA compliance by 18%.
- Consistently delivered CSAT scores of 4.9/5, ranking among top performers globally.

Achievement:

- ✓ Awarded “Circle of Excellence” 10 times for outstanding Customer Experience.
- ✓ Key contributions to large-scale migrations and complex global transitions.
- ✓ Consistently achieved CSAT scores of 4.9/5.

AVAYA – Program Manager / Service Transition Manager
May 2008 – Mar 2014

- Led multi-country service transition and transformation programs across telecom and enterprise clients.
- Managed full project lifecycle (scope, cost, risk, schedule) for programs valued up to \$5M.
- Delivered 20+ global transitions with zero Sev-1 incidents post go-live.
- Defined end-to-end service processes, runbooks, governance models, and SLA frameworks.
- Reduced hypercare duration by 25% through structured incident, problem, and change management.
- Supported pre-sales pursuits by providing delivery feasibility and transition costing inputs, contributing to higher win rates.

ORANGE BUSINESS SERVICES – Service Implementation Expert
May 2006 – May 2008

- Designed and implemented ITIL-aligned service delivery and operational processes.
- Directed the end-to-end service implementation lifecycle, ensuring 100% operational readiness and seamless lifecycle handover.
- Delivered SLA dashboards, QoS audits, and BCP/DR documentation for mission-critical services.
- Served as final escalation authority, reducing implementation-phase service risks by 30%.

TOOLS & TECHNOLOGIES

- ITSM/CRM : ServiceNow, Remedy, Salesforce,
- Cloud : AWS, Microsoft Azure.
- Reporting & Planning : Power BI, Cognos, MS Project.
- Domain Expertise : Unified Communication, CCaaS, Unified Communications, ITIL Framework.
- AI & Automation : ChatGPT, Google Gemini, Ms Copilot, Lovable, Claude, DeepSeek, Perplexity, NotionAI, NotebookLM, Supabase, Miro, Make and others.

QUALIFICATION

Education:

- Executive Post Graduate Diploma in Business Administration (M.B.A) from Symbiosis International University, Pune
- Master of Science in Information Technology (M.Sc. IT), SMU University
- Master of Commerce (M.Com.) from CCS University

Certifications:

- Service Management : ITIL Expert
- Project Management : Prince 2 Practitioner
- Cloud : CompTIA Cloud Essentials Certification
- : AWS Certified Solution Architect Associate
- : Azure Fundamentals Training completed.
- Network : CCNA: Cisco Certified Network Associate (Exam Code: 640-801)
- Quality : ISO 9001-2015 Quality Management Systems
- Security : ISC2 Cyber Security Certificate
- AI : Be10x AI Tools Workshop, Prompting, No Code Application Development

Memberships:

- International Information System Security Certification Consortium (ISC2) Member valid until Dec 2026