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

▪ 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 Consultant – 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.
- Conducted process improvement initiatives aligned with ITIL best practices.
- Supported leadership teams with service reporting, QBR frameworks, and CX improvement plan.
- Explored automation and AI use cases for IT operations and Service Management.

Key Impact: Faster issue resolution, improved customer experience, and stronger service governance.

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.
- Managed SLA ad KPI governance for global accounts, consistently maintaining 99.9% uptime and 100% contractual compliance.
- Functioned as Single Point of Contact (SPOC) for critical incidents, escalations, change and problem management.
- Led customer service delivery teams across APAC, EMEA, AFRICA, and North America.
- Executed service transitions, onboarding/offboarding, and Day-1 to Day-2 operational handovers.
- Conducted Weekly, Monthly, and Quarterly Business Reviews (QBRs) with senior stakeholders.
- Partnered with Sales to drive service renewals and upsells, contributing $10 Million in additional annual revenue.
- Managed vendor performance, SLA adherence, and service quality.
- Ensured high customer satisfaction, achieving repeated recognition for Customer Experience Excellence.

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 global service transition and transformation programs across multiple geographies.
- Managed full project lifecycle including planning, execution, risk management, and delivery.
- Delivered multi-country enterprise service transitions with zero critical post-go-live issues
- Defined service processes, runbooks, governance models, and SLA framework and operational processes
- Stabilized operations during hyper care through structured incident, problem, and change management
- Supported pre-sales and post-sales activities with delivery and feasibility inputs.

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 service dashboards, SLA reporting, QoS audits, BCP/DRP documentation.
- Functioned as final escalation point for service process and tooingl issues.

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, Supa base, Miro 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