RESUME

**Sudha Samson**

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**PROFILE SUMMARY**

A dynamic, responsible, and highly motivated professional with exceptional communication and interpersonal skills. With over 18 years of comprehensive experience across diverse roles including Service Desk Lead, Project Management, ITIL Consultancy, Service Delivery Lead, and Transition Management.

Proudly associated with HCL for over 8 years since March 2015.

Looking for a position to utilize my skills and abilities in the Information Technology field that offers Professional growth while being resourceful, innovative and flexible.

**Technical skills:**

Jira, Remedy, Service Now, Scrum, Project management, ITIL, Program management.

**Service Delivery Lead**

**HCL Technologies Ltd**

**01/2018-Till Date**

# In this capacity, I have overseen diverse responsibilities including managing Process team, Service Desk operations, Program Management Office functions, as well as Finance and Operations for various esteemed clients such as Google, Facebook, Dell, Applied Materials, and Broadcom.

# My experience also encompasses serving as a Project Manager for clients like Brocade and Dell, and I've taken on the role of Transition Manager for the Blue Yonder Client. My tenure reflects a versatile and extensive engagement within the organization.

**Process Lead**

**HCL Technologies Ltd**

**03/2015-12/2017**

# During my tenure at HCL Technologies LTD from March 2015 to December 2017, I held the position of Process Lead, overseeing Incident, Problem, and Change Management for IT Services.

# This role allowed me to contribute significantly to the effective management of these critical processes, ensuring seamless IT service delivery and operational excellence.

**Problem Manager**

**IBM**

**08/2010-03/2015**

# During my time at IBM from August 2010 to March 2015, I held the role of Problem Manager within the Service Management and IT Services division.

# In this capacity, I was responsible for effectively identifying and managing problems to ensure the smooth operation of IT services and systems.

# This role allowed me to contribute to maintaining the reliability and efficiency of the organization's IT infrastructure and services.

# Worked at Sutherland and HCL Technologies BPO between 2005 to 2010 as QA / Team lead.

# **ACCOMPLISHMENTS**

# Received client appreciation for successfully completing the Project “Brocade switch upgrades” across 65 countries and 120 locations in 6 weeks out of the 12 weeks planned time.

* Have continuously received Exceptional performance award for 5 consecutive years.

# Received appreciation from Dell customer for successful completion of the Project “ AD migration” across 4 countries on time.

* Never missed deadlines on projects and data submission. Got several appreciations from the internal support teams and client for the same.

# **Projects**

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# Project Location: HCL – India

# Customer: Multiple Clients – Brocade /Facebook / Dell / Google/AMAT

# Period: 06/2021 – Till date

Description: **Service Delivery Lead – Client handling.**

# Responsibilities:

# Process consultant for Incident / Problem/ Change, handling a team of 6 members.

# Managing Service desk of 18 members for Google client.

# Delivery Lead for Google / Facebook / Dell projects – Client facing.

# Tracking Revenue / Margin / Cost and PIP (profit improvement plan) / New business / RFPs

# Taking care of Budgeting activities.

# Working on new business opportunities with clients.

# People management

# Meeting all internal compliance parameters (Financial / Non-Financial)

# Working on Monthly billing, client approvals, invoicing.

# Driving the PMO team

# Facing Internal and External audit.

# Working with Track leads on KPI Metrics and challenges like resourcing, ticket analysis, trainings, etc.

# Responsible for making sure that services are being delivered to the clients seamlessly.

* Running Business review meetings with client and working on action items arising out of such meetings.

# EDUCATION

# Bachelor’s Degree in Computer Science

# CERTIFICATIONS

# Agile SCRUM certified

# Prince2 Foundation and Practitioner Certified

# ITIL V3 Foundation Certified

I assure you that the above-mentioned information given by me are true to the best of my knowledge and also assure to work to your satisfaction at all aspects. Other experience details will be shared if need be.

Yours Truly,

**(Sudha Samson)**