



Amit Malik

Senior Delivery Leader



SERVICE DELIVERY & TRANSFORMATION | OPERATIONS | GOVERNANCE | STRATEGY

SUMMARY

An accomplished Senior Technology Leader with over 18+ years of rich experience and proven track record in building as well as leading high-performance teams. Proficient in managing large international teams spread across geographies and multimillion programs across various industry segments with an ability to excel in a cross-functional team environment with excellent organizational, interpersonal and influential communication skills.

Expertise include: Transitions, Governance, Strategic Planning, P&L Management, Service Delivery Operations & Program Management, Client Relationship & Vendor management, Professional Services, Business Process Reengineering, Platform implementations & Product development, Contract negotiations, Account Management, Information Security, Identity & Access Management, CIAM, SIEM, ITSM, ITOM, ITAM

SIGNIFICANT ACHIEVEMENTS

- Associate Vice President - IES for a founder owned company with a span of control for close to 400 employees and full responsibility of Go to market strategy, presales, service offering and overall operations of the IES practice generating close to \$21 million in annual revenue
- Instrumental in setting up an India Center of Excellence for a Leading Pharmaceutical company in a BOT (Build-Operate-Transfer) model and building a team of 250 employees in over three years
- Setup Development and operations teams for multiple clients in India, Philippines and Malaysia
- Transformed product configuration, development and delivery for an HCM Platform provider by leveraging RPA and test automation to achieve tight timelines
- Spearheaded transition for IT security related operations for a leading pharma by setting up global SOC and centralized I&AM, IDM operations focusing on various access governance procedures and building automation around RBAC
- Implemented ITIL framework for multiple clients and built a sales offering around Service management consulting for the company generating close to \$2 million per annum in revenue via conducting Process gap analysis, consulting, Process design, Tool implementation (ServiceNow, Remedy), operational support and process maturity assessments.
- Established company's footprint in Philippines by setting up a new Offshore center in CEBU and expanded the center to 300-seater within a year by cross selling to internal clients and established a shared service model to optimize staff productivity, thereby achieving a break even on the investment within 1 year - current Recurring revenue for this center is \$11 million per annum
- Selected by the CEO of a Leading Payroll provider in APAC market to Lead the Operations due diligence process for acquisition and Optimize operation to support 18% revenue growth with at additional cost. Supported Annual Revenue of \$68 million and an APAC client base of around 3200 while developing a vision and roadmap for 2020 and beyond
- Maintained attrition under 12% for the last 8 years with a client NPS score of 88%

AREAS OF EXCELLENCE

- Leadership & People Management
- Strategic Planning
- Transitions & Governance
- Service Delivery & Account Management
- GTM, Presales & Sales
- Client Relationship Management
- Vendor management
- Budget's & P&L management
- DevOps, Project management
- SOC, Identity & Access Management, CIAM, SIEM, CyberArk, Varonis, SPLUNK
- ITSM, ITOM, SMO, ServiceNow, Remedy
- NOC, Windows, DBA, End User Computing, L1-L2-L3 Support
- SLM, BCP, CSI, Knowledge Management
- CSAT, Contact center technologies, Zendesk, Avaya, chatbot, RPA

PROFESSIONAL EXPERIENCE

DIRECTOR - MANAGED SERVICES, DISYS INDIA PVT LTD

January 2021 - Present

- Responsible for overall delivery for a top strategic client for the organization
 - Overall P&L management, governance, and account management responsibilities
 - Provide leadership to software development, application support, product development and consulting teams
 - Implement standard delivery processes as prescribed at DISYS projects and ensure adherence to quality and standards
 - Team up to drive and unlock business value by recommending solutions that solve business and customer problems
 - Encourage and inspire innovation through different approaches to technology and business solutions with clear understanding of investment horizons and use of roadmaps to guide the way
 - Manage multiple projects across a SaaS product implementation in HCM domain

AVP - IES, VALUELABS TECHNOLOGIES

April 2017 - Feb 2020

- Responsible for overall delivery for 2 out of top 10 strategic accounts with an overall revenue of close to \$14M and 300+ headcount
- **Account 1 - (Leading Pharmaceutical company based out of North America)**
 - Lead a cross-functional team of 220 engineers across I&AM, IT Security, IT Service management, infra support, QA testing & validation
 - Responsible for account growth, overall performance while leveraging innovation and next gen technologies
 - Responsible for Implementation of ITIL, I&AM, Privilege Access Management and overall Service delivery related to ITSM and IT Security team
- **Account 2 - (Leading HCM provider in US market)**
 - Leadership role for a team of 80 in benefits platform implementation domain
 - Streamlined and compressed implementation cycles of the HCM and Benefits platform via implementing RPA for system configuration and test automation.
 - Extended the sales cycle for Benefits platform sales by reducing implementation time

- Implemented Project management principles and simplified benefits requirements gathering process as well as developed industry specific templates as OOB solution
- **Additional responsibilities - Infrastructure Engineering services Practice Leader**
 - Responsible for growth, leadership & Delivery of Infrastructure Services and IT Security portfolio of 300+ resources operating from multiple locations/accounts under the practice
 - Accountable for presales support, Strategy and delivery governance with regards to remote Infrastructure Engineering Services including (NOC, SOC, PAM, VAPT, I&AM, ITSM, DLP, EUC, L1-L2-L3 infrastructure Support)
 - ITIL & ITSM consulting and support services including implementation of various tools within the IT Service management, Service Desk and IT Security streams

DIRECTOR - GLOBAL DELIVERY, VALUELABS TECHNOLOGIES

April 2015 - April 2017

- **Account 1 - (Leading Pharmaceutical company based out of North America)**
 - Overall Delivery Responsibility for this account from inception with a staff of 250 employees spanning over 35 projects and \$9 million in annual revenue.
- **Account 2 - (One of the world's largest online Photo B2C company with more than 170 million members and more than 18 billion unique photos stored online)**
 - Tasked with improving quality, CSAT, and drive operational excellence of this account to avoid losing contract to competitors.
 - Established an offshore contact center for the client in CEBU, Philippines and transitioned work from Hyderabad to improve quality of service while maintaining the same operational cost
 - Setup Contact Center CoE to ensure proper processes were implemented as per industry standards
 - Defined CSF's and implement relevant KPI's, implemented new org structure to streamline responsibilities
 - Drafted a strategy to support seasonal business where Volume increase 9x
 - Established this center as a ValueLabs office in Philippines and converted it to a Shared Service center supporting multiple clients
- **Account 3 - (Leading Payroll provider Australia and Asia market)**
 - Responsible for due diligence, strategy & operational excellence for an Australia based Payroll provider acting as a head of operations for a team of 400+ employees covering 7 delivery centers across 4 countries
 - Conducted Operations due diligence for acquisition of the company and transitioned into the new parent organization
 - Made key organizational changes to better align teams based on markets need
 - Established 2020 strategy and implemented multilingual payroll support center
 - Created operational excellence team comprising of training, Quality, KM, WFM and automation
 - Handled 18% revenue increase with no additional investment
 - Conducted deep dive process automation study and deployed RPA integrated with JBPM to handle standard requests and payroll advises

ASSOCIATE DIRECTOR - GLOBAL DELIVERY, VALUELABS TECHNOLOGIES

January 2014 - April 2015

- **Account - (Leading Pharmaceutical company based out of North America)**
 - Define and develop an ITSM strategy and setup SMO
 - Manage the IT Budgets for the Offered services

- Handel all escalations and implement solutions to negate the customer impact
- Establish end user compute team and transition application packaging, imaging and MDM function to offshore center
- Transition the Global Helpdesk from India to Decentralized near shore model
- Oversee operations of offshore delivery center and take proactive measures to ensure service quality is maintained as desired levels
- Continue to centralize and consolidate Overall IT Backoffice, Infrastructure & Software Quality management functions within the Clients environment

PROGRAM MANAGER, VALUELABS TECHNOLOGIES

April 2013 - January 2014

- **Account - (Leading Pharmaceutical company based out of North America)**
 - Collaborate with Senior Leadership team and deliver value to the business by improving Service Delivery
 - Review the CSF's for the service offering with Client and implement relevant KPI's
 - Define and develop a CMDB cleanup strategy and operate the function to meet goals
 - Establish global Identity and access management operations and implement IT security policies in compliance with access governance
 - Setup 24x7 IT Support desk for Clients Managed service partners (900 users) within India region
 - Setup of 24x7 SOC combined with NOC operations
 - Additional responsibility of managing Software Quality Assurance team working on QTP and Selenium

SENIOR MANAGER - SERVICE IMPROVEMENT TEAM, VALUELABS TECHNOLOGIES

April 2012 - April 2013

- **Account - (Leading Pharmaceutical company based out of North America)**
 - Defined a continues Service Improvement strategy to drive performance
 - Establish and lead the Reporting and analytics, Knowledge Management, training Design and Delivery, Internal communications, Quality Review Functions
 - Transition and consolidate DBA service to Offshore center and expand the scope to 24x7 support model (Oracle, SQL, MongoDB)
 - Responsible for overseeing all special projects
 - Responsible for Workforce scheduling and optimization to deliver desired SLA
 - Responsible for reviewing CSAT and defining strategies to improve customer credibility
 - Process Review, cost optimization, employee engagement-development-retention and performance management

MANAGER - GLOBAL TECH SUPPORT SERVICES, VALUELABS TECHNOLOGIES

April 2010 - April 2012

- **Account - (Leading Pharmaceutical company based out of North America)**
 - Establish Global helpdesk and India Center of Excellence for a leading pharma from a scratch under a BOT (Build - Operate - Transfer) model
 - Execute the project plan and meet all deadlines under the Build phase covering all areas such as hiring, training, technology setup, Space Planning and Service Provider co-ordination
 - Conduct parallel run and execute the cutoff plan for US service desk transition

- Maintaining service level, talk/wrap time, schedule Adherence, and CSAT levels
- Develop strategic goals in order to align the helpdesk with organizational vision
- Development and implementation of process improvement projects around the ITIL framework and implement incident management best practices
- Audit incidents and calls to identify development areas that can be addressed through training/coaching.
- Building a team that effectively supports client programs, products and services along with providing people with a career path and ways to develop their skills.
- Prepare and present executive reports and dashboards on weekly, Monthly Quarterly basis

SENIOR ANALYST, DELOITTE

May 2005 - April 2010

My responsibilities included Design, development and delivery of training to a technical helpdesk of 150 engineers

- Responsible for Training Design & Delivery for internal IT Helpdesk supporting close to 60,000 users
- Develop training material using the ADDIE Model.
- Measure training effectiveness and optimize training modules to drive Learning
- Manage daily operations of the IT Helpdesk
- Maintain staffing to meet the daily SLA's
- Handel customer escalations
- Review/audit daily calls of each team members to coach support agents & ensure service quality
- Send daily reports to supervisors
- Create documentation for new versions of products and new products, report bugs to R&D, develop a "wish list" of product enhancements, and report back to R&D on problem areas for users.

TECHNICAL SUPPORT ASSOCIATE, WIPRO SPECTRAMIND

Jan 2003 - Apr 2005

Responsible for supporting Dell desktop & laptop customers in the US and Canada region, the role involved support over Chat, email and phone support channel

- Hardware as well as software troubleshooting for DELL Desktops, Laptops and Printers.
- Providing support for third party software's like Microsoft Office, Browsers, Norton and MacAfee antivirus.
- Maintaining customer satisfaction in order to achieve customer retention.

EDUCATION

DNYANESHWAR VIDYAPEETH — PUNE — BE COMPUTERS

CERTIFICATIONS

- HARVARD MANAGEMENT & LEADERSHIP ESSENTIALS
- ITIL V3 EXPERT & ITIL V4 Managing Professional
- Pursuing PSM 1 and PAL
- HDI SUPPORT CENTER MANAGER