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| **RISHABH ANAND**  **Global Service Delivery Manager at HCL | Service Delivery | KPI |Budgeting | Risk & Compliance| Program Management | Strategic Planning | Client Management |**  Curiosity-driven Multitalented IT Professional with **15+ years** of profound experience in **Service Delivery, Risk and Compliance, Infrastructure Management, End User Computing, Client Management, Quality Metrics** & targeting compelling assignments in an organization of high repute. | |
| [rishabhanand009@gmail.com](mailto:rishabhanand009@gmail.com)  **+91-9717020769**  Summary   * **Vision-oriented critical thinker with expertise in streamlining multi-million-dollar** enterprise programs and project communication with prompt reporting, budgeting, P&L, proposal generation, change control & execution, **thereby ensuring maximum operational efficiency.** * **Accomplished** **Directing projects worth budgets about** **£ 500 K** and currently governing Service Delivery Functions generating revenue worth **$ 5- $10 million.** * **Operations Champion with a strong focus on quality, successfully leading transition &** migration of onsite project services to off-shore location. * **Successfully Achieved the deployment of Unified Reporting catalogue Myxalytics** and successfully implemented the Moogsoft with **100% auto-ticketing**. * **Proven Excellence in ensuring timely project deliveries within drafted budget** & quality parameters as per SLAs, involving onsite/offshore coordination & transparent communication with stakeholders. * **Gained international (London, USA) exposure** as part of due-diligence activity enhancing support & proposing **virtualized support model** for cost saving eminently. * **Distinguished capabilities in managing enterprise IT project life cycle** including requirements definition, design, architecture, testing & maintenance for **B2B/B2C solution** implementations. * **Technically Savvy Professional abreast with exposure in** **leading to** repeated success in Project Management (Transition Pursuit/Execution & Operations), Solutions and Application Delivery, across myriad geographies throughout the entire project life cycle. * **Resilient with well-rounded leadership**, communication, planning, analytical and logical skills; excellence in directing teams and leading them to deliver robust results.   Education   * M.Tech. (Electronics and Communication Engineering) from Veer Bahadur Singh Purvanchal University, Jaunpur-2014. * B.E. (Electronics and Communication Engineering) from Dronacharya College of Engineering, MDU, Rohtak-2006. | Key Impact Areas    Transition/  Transformation Management  Process Improvement  Project /Program Management  Risk and Compliance  Customer Excellence  IT Service  Delivery  Infrastructure Management  Server/ Security Management  Team Management  End User Computing  Soft Skills    Team Management  Key Skills  Analytical  Problem Solver  Decision Maker |
| Employment Details  **Jun’08-Till date: HCL Technologies Ltd as Group Manager.**  **Aug’21- Till Date: Project Name: Nestle as Service Delivery Manager**   * Steer Delivery Compliance teams to perform Continuous assessments of Physical, Logical, Network and Business Process Controls. * Risk / Operational Compliance Management – End to end lifecycle management of risks. * Maintain audit registers, review defect remediation and ensure timely closure. * Responsible for driving & achieving service quality metrics (KPI / PI) throughout the engagement cycle. * Steer the Operations Review and Governance meetings at regular intervals between HCL & Client Leadership teams. * BCP testing –Testing of Delivery Locations done on half yearly frequency, Tabletop testing, Test & Use case testing. * Vulnerability Management – Coverage of all in-scope assets, scanning for Vulnerabilities, remediation of identified vulnerabilities. * Regular Scanning of IT environmental assets for Vulnerability, remediation of identified assets as per contractual criticality mapping * Achieved delivery milestones **& reported potential Slippages** via **Weekly / Monthly / Quarterly Performance** reviews with Client. * Recommending methods of **improvement and seeing that actions are implemented** on time for service delivery upgrades. * Leading personnel management, including **staff recruitment, performance assessment, training, and mentoring.** * Building **strong relationships with teams and stakeholders** to enable effective dialogue exchange between departments. * **Multitasked maintaining the SLAs & OLAs,** Gap Analysis, developed & managed Regular/Adhoc Operational Dashboards, Reports, Metrics, Presentations for the senior management & key stakeholders. * Maintain **Profit and Loss (P&L)** account of each project separately and work for its continuous improvement.   **Apr’19-Jul’21:** **Project Name: DBCOAST as Service Delivery Manager**   * **Actively spearheading the entire delivery operations** of Application specific firewall configuration, End User onboarding, compliance, unmanaged assets and remediation services into the global desktop environment. * Always **ensuring the security risk and compliance adherence**, smooth and timely delivery of Application configuration and user on-boarding for external vendor resources. * **Expert in reviewing & improving the service processes**, preparing workflow procedures, release management of **Secure Virtual Desktops, Security Patch Applications and AD-global policy objects.** * Triumphant in creating & implementing application specific firewall configuration for the **Deutsche Bank Security team** & providing Statement of their works-based resources. * Adept in reviewing & forecasting Weekly/Monthly reports to the senior management, & external/ internal stake holders. Eminent in using DEV, SIT, UAT and BAU production for global desktop environment. * Entailed in affably **managing & training 7 PMOs, 60+ technical team members** & other resource managements along with performance analytics. * **Strong collaborative skills** with business owners, project managers, developers, and other stakeholders in planning and defining the project roadmap and its requirements. * **Recertification Management –** Cleanup, Review of Elevated Privilege access across Servers, Storage, DB & Networks.   Previous Experience   * **Jun’08-Mar’19:** HCL TECHNOLOGIES LTD**-*BAT, GNOC, FedEx, TIAA, LGIM*** as Technical Operations Manager. * **Aug’07-Apr’08**: Wipro Limited as Technical Associate. * **Jun’06-Jul’07:** Metric Soft as Software Developer.       ACHIEVEMENTS   * **Prolific Author of 38 engineering books PAN India Syllabus** & **4 books** recommended in **AICTE Syllabus** and listed in Indian Author List. Associated with Publishers- *Khanna Publishers, S. Chand Publishing, Laxmi Publications, S.K. Kataria & Sons, and Satya Prakashan.* * **Reviewer/Editor Member for *IJTESSS, IJISP, IJCAC, IJECME, IJICTE, JITR, IJMPA****, IJTHI, IRJET, IJCRT and IJSDR Journal.* * **Member of IAENG (International Association of Engineers)** and **ASR (Asia Society of Researchers).** * **Life Member** of Centre for Education Growth and Research **(CEGR).**   TECHNICAL SKILLS   * **Core Expertise:** OMW 7.5, OMW 8.16, HPOV MOM Architecture * Tools: **Service Now, Nagios, TIVOLI, SPLUNK and CA Spectrum.** * Other Technologies: **NNM 7.53, OVPI, HPSIM, UC4, Nimsoft, Moogsoft, SCOM, SCORCH, iAutomate, MyCloud** and Solar Winds.   CERTIFICATIONS   * Certified SCRUM MASTER (CSM®) * PRINCE2® Practitioner Certification - Project Management * ITIL® Foundation Certificate in IT Service Management-ITILV4 Edition * Certified Six Sigma White Belt (CSSWB™) * Lean Six Sigma White Belt Certified (LSSWBC™) * Certified Six Sigma Green Belt (CSSGB™) * HGPMF V1.0 (Transition & Transformation- HGPMF Lite and BAU Project Guidelines) Certified Professional. * Managerial Excellence Program: Foundation & Tenured Manager Advance Level Program Certified * Gold Standard Certified Professionals (GSCP) Certified Professional. * Certified Kanban Associate (Kanban-ASC™) Certification™ * Scrum Associate Accredited Certification™ (SAAC™) * Certified DEVOPS PROJECT MANAGER™ (DevOps-PM™) * Google Cloud Platform Business Professional Accreditation * Foundations of Business and Entrepreneurship   Personal Details  **Date of Birth:** 9th Dec 1983  **Address:** DDA Flats, Naraina Vihar, New Delhi-110028  **Languages Known:** English/Hindi. | |