

MR. CHINNASAMY SUBRAMANI

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Professional Summary

Dynamic and results-driven Service Delivery Manager with **15+** years' experience delivering high-impact financial technology. Proven expertise in managing large scale service-delivery, driving customer satisfaction, optimizing processes, and ensuring operational excellence. Adept at building and nurturing client relationship, overseeing service performance, and leading cross-functional teams to deliver innovative financial solutions. Strong background in financial services, risk management, and compliance, combined with expertise in service management frameworks such as **ITIL** and **Agile**.

Core competencies

- Service Delivery Management.
- Client Relationship & Stakeholder Management.
- Project Delivery & Implementation.
- Financial Services & Payment Systems.
- SLA Monitoring & Reporting.
- Incident Management & Problem Resolution
- Team Leadership & Cross-Functional Collaboration.
- Continuous Improvement & Process Optimization.
- Regulatory Compliance & Risk Management.
- Agile & ITIL Framework.

Experience

Service Delivery Lead

Client: NewDay UK.

Nov 2023 – Aug2024

Contract role

Key Responsibilities:

- Lead service delivery operations for 10 business-critical applications supporting 1M users across in UK.
- Maintain SLA performance at 100% through proactive incident, change, and problem management.
- Act as single point of contact (SPOC) for client escalation, communication, and problem management.
- Collaborate with technical teams to implement automation and reduce ticket volume by 40%.
- Managed transitioned of services from project to BAU, ensuring seamless knowledge transfer and operational readiness.

Service Delivery Manager
Fidelity Information Services Pvt Ltd.

May2013 – Jun2023
Permanent role

Key Responsibilities:

- Lead end-to-end service delivery for key FIS clients in the financial services sector, ensuring timely and high-quality delivery of payment solutions, core banking systems, and wealth management platforms.
- Manage client relationships, acting as the primary point of contact for all service-related matters and ensuring customer satisfaction through proactive communication, issue resolution and regular service reviews.
- Oversee a team of 12 service professionals, including technical support, operations, and project management staff, to ensure seamless service delivery and high operational performance.
- Monitor and report on service delivery performance against SLAs, ensuring that all client expectations are met or exceeded and identifying areas for improvement.
- Collaborate with internal teams, including product development, technical support, and operations, to ensure smooth implementations, system upgrades, and incident resolutions.
- Ensure all services comply regulatory requirements in the financial industry, including data protection and transaction security standards.
- Drive service improvement initiatives, resulting in 20% improvement in operational efficiency and 30% reduction in service disruptions.
- Forsee any possible project delivery challenges and take actions to unblock
- Value-enhancement catalyst by actively empowering, enabling, upskilling, and mentoring the team.
- Setting clear, measurable monthly and quarterly goals for the team and ensuring consistent progress toward success.

Service Delivery Lead
Fidelity information services, Pvt, Ltd.

March2010 – May2013
Permanent role

- Directed the service delivery of financial technology solutions for a portfolio of clients, ensuring timely and efficient deployment of payment systems, risk management tools, and other financial services products.
- Managed day-to-day client interactions, handling escalations and resolving service-related issues, achieving a 100% customer satisfaction rate.
- Developed detailed reports on service information, incident resolution, and service improve recommendations, providing transparent communication to both clients and internal stakeholders.
- Implemented proactive incident and problem management strategies, leading to a reduction in recurring issues by 50% and enhancing overall service quality.
- Delivered a seamless integration of a mobile banking application for a global bank, resulting in a 25% Increase in mobile transactions within the first quarter post-launch.
- Reduced service disruptions by 15% through the introduction of predictive analytics tools to identify and address potential service failures before they impacted clients.

Previous Experience

Technical Consultant
IGATE Global Solutions, India.
Domain: Media

May 2009 – June 2010
Permanent Role

Education

Bachelor's Degree
Madras University
India

Jun 1993 – Aug 1997

- Specialization: **Mechanical Engineering**
- Percentage: 65%, First Class.