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[Director – Head of IT](#) | [ITIL Expert](#) | [Service & Solution Delivery](#) | [IT Portfolio,](#)
[Program & Project Management](#) | [PRINCE2 Practitioner](#) | [KAIZEN Lean Cadet](#)

EXECUTIVE SUMMARY

Strategic people leader with **23+ years** driving **IT service management, digital transformation, multi-cloud data-architecture** (AWS, Azure, GCP), and enterprise-scale technology solutions aligned with business objectives. Expertise in **strategic IT governance, global cross-functional leadership, and end-to-end execution, delivering scalable, cost-efficient systems that boost operational performance and ROI.** Trusted C-suite advisor adept at translating technical vision into actionable strategies, developing agility and competitive advantage.

- Extensive experience in **IT Service Management (Service Strategy, Design, Transition, Operations, Continual Service Improvement).**
- Proficient in **ISO/IEC 20000, ISO 31000, ISO/IEC 27001, & NIST Cybersecurity Frameworks**, driving process efficiency and information security.
- Skilled in **Agile, Scrum, Kanban, and PMP methodologies** for large-scale project and program management.
- **Hand-on experience in managing innovative programs such as AI/ML, data analytics, business intelligence, web3/blockchain adoption, and cloud migrations.**

KEY ACHIEVEMENTS

- Achieved **20% productivity increase** through process excellence and lean project execution.
- **20% faster delivery timelines, and \$14.5M+ savings** through technology landscaping.
- Reduced operational costs by **15% through cloud migrations and license consolidations.**
- Improved IT service delivery efficiency through **automation and process optimization.**
- Enhanced data security and compliance across **large-scale IT ecosystems, ensuring adherence to global standards.**

WHITEPAPERS

Published a whitepaper titled [Project - GO1](#), a culmination of my passionate work aimed at demystifying the foundational concepts of Web3 and Blockchain technology. This publication serves as a practical guide for technologists, developers, educators, and students, breaking down common myths and providing clear, accessible insights into the rapidly evolving decentralized technology landscape. Inspired by Google's - **Golang** a future-proof innovation. You can check the whitepaper: **Github – GO1: <https://bit.ly/ProjectGO1>**

Strategic Technology Leadership & Innovation

- Provided **strategic guidance for migration and transformation** programs, supporting and developing skilled teams to ensure timely and successful deliveries.
- Designed and implemented **secure, scalable blockchain architectures, leveraging smart contracts** to enhance operational efficiency, transparency, and trust.

AI & Intelligent Automation

- Advocate of the **AI-first mindset with practical integration of Agent AI and generative AI** into enterprise applications.



EDUCATION

- **Master of Computer Applications - All India Institute of Technology & Management – Grade A (CGPA 7.9)**
Advanced Software Engineering | Advanced DBMS | Computer System Architecture | Advanced Java Programming | Project Management | E-Commerce
- **Bachelor of Commerce - Tamil Nadu Open University - Class II**
Business Administration | Advanced Finance Accounting | Business Commerce | Banking, Laws & Practice | Business Statistics | Auditing | Marketing
- **Diploma in Computer Applications - SRM - Grade A**
End-user computing | C++ | Python | DBMS | IOT | Web Design | CSS | HTML | PHP | MS Office

CERTIFICATIONS

- ✓ **CTO – CG Certified**
- ✓ **ITIL – Expert**
- ✓ **AWS – Solutions Architect Pro**
- ✓ **PRINCE2 – Practitioner**
- ✓ **KAIZEN – Lean Cadet**

REWARDS & RECOGNITION

- ❖ Excellence awards for effective **Vendor & Stakeholder Engagement**
- ❖ **Blue Riband Award** for Best Performance
- ❖ **Inspire(d) People Award** for Ownerships & Initiatives
- ❖ **Shooting Star Awards** for achieving extra miles.
- ❖ **Star Performer Awards** for consistent performance.
- ❖ **Spot Awards** for achieving goals.

DOMAINS & INDUSTRIES

Information Technology | Legal Solutions | Shipping | Oil & Gas | Healthcare | Public & Government | Insurance | Market Research & Insights | Media | Web3, Blockchain & dApps | Ecommerce Retail & B2B

MAJOR PROJECTS

Organisational Change Programs- restructuring, M&A | Artificial Intelligence & Machine Learning | Large-scale Data Centre Programs | Business Transition & Technology Transformations | Contract Management & Migrations (SaaS, IaaS, PaaS & DaaS) | Extensive end-user projects, including licensing, office relocations, and closures | On-premises to Cloud Migration Projects | Server Refresh, Decommissions & Migrations

- Designed intelligent automation ecosystems that delivered measurable business impact across marketing, customer service, and operations, using **prompt engineering, intelligent agents, and orchestration pipelines**.

Blockchain & Consensus Architecture

- Experienced in DApps development with hands-on expertise in **Ethereum, Solana, and EVM-compatible chains**.
- Skilled in smart contracts, cross-chain integrations, and consensus algorithms including **PoS, PoA, and modular rollups**.
- Built scalable crypto platforms leveraging **Golang, Rust, Cosmos SDK, Substrate, Chainlink, and The Graph Protocol**.

Cloud, Data & Web Engineering

- Designed and optimized multi-cloud infrastructure (**AWS, Azure, GCP**) with a **focus on scalability, security, governance, and cost control**.
- Managed **cloud migrations, license consolidations, and cost optimization**, achieving significant savings and operational efficiency.
- Hands-on experience across modern stacks (**Node.js, React, Kubernetes, microservices**) with strong DevOps practices and data platforms like **Snowflake and big data analytics**.

DevOps & Automation

- Developed IT service management workflows using tools like **ServiceNow, Ansible, and Terraform**.
- Automated tasks using **Python, Java, C++, PowerShell, and Bash**, improving efficiency and reducing manual effort.
- Created CI/CD pipelines (**Jenkins, GitLab, CircleCI**) and scaled applications using **Docker and Kubernetes**.
- Implemented system monitoring solutions (**Prometheus, Grafana, ELK**) to ensure high availability and performance.

Governance, Risk & Compliance

- Delivered detailed governance through monthly, quarterly, and yearly reports and **BI dashboards for senior leadership, covering KPIs, SLA credits, and financial performance**.
- Expertise in ITIL best practices, including **Incident, Problem, Change, Release, Availability, and Service Level Management**.
- Proficient in **ISO/IEC 20000, ISO 31000, ISO/IEC 27001, and NIST Cybersecurity frameworks**, ensuring compliance and risk mitigation.

Fintech & Regulatory Compliance Knowledge:

- Proven expertise in **building and scaling payment solutions, digital lending, wallets, and fintech integrations**. Led scalable, secure financial platforms with high availability. Built API-driven architectures to enhance customer experience.
- In-depth understanding of **RBI regulations, KYC norms, and AML guidelines for financial institutions**. Developed robust compliance automation tools to streamline regulatory adherence. Collaborated with legal and risk teams to maintain a compliant fintech ecosystem.

Enterprise Systems, Infrastructure & Networking

- Managed full lifecycle of enterprise applications (**SAP, Dynamics 365, Salesforce**), virtualization platforms (**VMware, Hyper-V**), and infrastructure environments (**Azure**).
- Ensured business continuity through **robust server management, backup/recovery solutions, and middleware/network integration in Wintel ecosystems**.

PROFESSIONAL EXPERIENCE

DIRECTOR – HEAD OF INFORMATION TECHNOLOGY

MBITS Pvt. Ltd.

- **Jul 2023 to Jun 2025**

Strategic Leadership & Oversight: Led IT strategy and operations for a global team, technology portfolios with corporate business goals. Developed and implemented **governance frameworks** to ensure compliance with SLAs, risk policies, and ITIL best practices. Partnered with executive leadership to define **tactical roadmaps** for IT programs, improving alignment with business objectives.

- Equity based on-demand directorial role to be a part of latest technology brand organization that supports start-up business enablement & enhancements. Developed **cutting-edge PWA technology solutions on the cloud** and **hold Intellectual Property Copyrights** for the same.
- **Program & Project Management:** Oversaw planning, execution, and delivery of **large-scale IT programs**, ensuring on-time, within-budget, and in-scope delivery using Agile and Waterfall methodologies. Reduced **technology delivery timelines by 20%** through process optimization and automation. Managed cross-functional teams to define deliverables, set milestones, and allocate resources effectively.
- **Operational Excellence:** Drove **operational efficiencies** by optimizing processes, tools, and workflows, achieving a **15% reduction in operational expenses**. Established and managed **KPIs** to measure IT performance, improving incident, problem, and change management processes. Led **cost optimization initiatives**, including vendor contract negotiations and automation, achieving a **10% improvement in ROI**.
- **Stakeholder Engagement & Communication:** Served as the primary point of contact for internal and external stakeholders, translating complex technical concepts into actionable insights for senior leadership. Built strong relationships with business leaders to ensure IT delivers measurable value to the organization.

- **Team Leadership & Development:** Built and led a **high-performing IT team**, driving a culture of collaboration, accountability, and continuous learning. Mentored and developed talent, ensuring teams stayed updated on the latest technology trends and best practices.
- **Risk Management & Compliance:** Identified and mitigated risks across IT programs, ensuring compliance with **GDPR, HIPAA, SOX**, and other regulatory standards. Developed and enforced IT policies and procedures to **minimize operational risks and enhance cybersecurity posture**.
- Adoption of **digital payments, wallets, and fintech integrations**. Led **scalable, secure financial platforms** with high availability. Built API-driven architectures to enhance customer experience.
- **Led audits, governance, and risk mitigation in fintech** for RBI regulations, KYC, and AML compliance.

Key Achievements

- Deployed **cloud-based Progressive Web Apps (PWA)**, securing **IP copyrights** and improving **customer engagement by 26.5%**.
- Achieved **\$2M in annual savings** through vendor contract negotiations and license consolidations.
- Increased **IT-enabled revenue by 21%** through strategic investments in cloud and automation projects.

PROGRAM MANAGER – IT TRANSFORMATION OFFICE

EPIQ Systems India Pvt. Ltd.

- **Feb 2022 to Jul 2023**

Strategic Leadership & Transformation: Led enterprise-wide IT transformation programs as a strategic partner to the Senior VP, modernizing IT infrastructure through **AWS Cloud integration, on-premises systems optimization**, and **enterprise application consolidation**. Achieved **\$14.5M+ in savings** within 18 months through license consolidation, cloud migrations, and cost optimization initiatives.

- **Project Management Excellence:** Managed cross-functional teams to deliver projects on time and within budget, leveraging **Agile methodologies** and data-driven decision-making. Managed end-to-end project lifecycle, including requirements gathering, financial reporting, risk mitigation, and change management, ensuring **100% successful delivery** of transformation programs. Implemented real-time dashboards for stakeholder updates on KPIs, budgets, and milestone tracking, improving cross-departmental transparency.
- **Stakeholder Collaboration:** Acted as the primary liaison between **IT, legal, finance, and executive leadership**, translating **technical roadmaps into business value**. Presented progress reports to **C-suite stakeholders**, securing **buy-in for \$10M+ cloud migration budgets**.

Key Achievements

- **Delivered Complex AI/ML Projects:** Led end-to-end execution of AI/ML initiatives, consolidating on-premises datacentre servers to improve **AI/ML application efficiency by 20%** and reduce operational costs by **\$2.3M annually**.
- **Cloud Migration & Centralization:**
 - Migrated 50k+ users from on-premises **AI platforms (Relativity, RelativityOne)** to a centralized cloud environment, enhancing security, scalability, and operational effectiveness.
 - Transitioned **4000+ contracts** to an AI-driven contract management portal, reducing **contract lifecycle time by 33%** and **aligning legal processes** with automation.
- **Cost & Process Optimization:**
 - Negotiated vendor contracts and consolidated licenses, achieving **\$8.2M in direct savings**.
 - Aligned IT transformation initiatives with business goals, driving **17% improvement in operational efficiency**.

SERVICE DELIVERY PROJECT MANAGER – IT TRANSFORMATION PMO

Kantar GDC – Formerly TNS India Pvt. Ltd.

- **Jan 2017 to Feb 2022**

Global Technology Transformation Leadership: Led end-to-end delivery of global technology transformation projects, managing the full project lifecycle from contract initiation to operational handover. Ensured seamless execution and alignment with organizational objectives.

- **Financial Oversight & Cost Optimization:** Collaborated with finance and commercial teams to audit budgets, control costs, and ensure compliance. Approved IT project expenditures based on ARCs and RRCs, achieving a **23% reduction in project overspending**.
- **Service KPI Monitoring & Multi-Vendor Governance:** Monitored service KPIs to ensure contractual compliance and improve business satisfaction. Led multi-vendor governance, supporting partnerships and integrating multi-sourced IT capabilities. Resolved service and contractual issues, improving **delivery efficiency by 13%**.
- **Strategic Roadmap Development & Stakeholder Engagement:** Partnered with CTOs, CIOs, and IT leadership to develop and execute strategic IT roadmaps aligned with business goals. Built strong stakeholder relationships, driving change, resolving conflicts, and ensuring smooth project transitions.

IT OPERATIONS MANAGER

Value Labs Solutions Pvt. Ltd.

- Aug 2016 to Dec 2016

Led Infrastructure Engineering Services, improving service satisfaction by 10% through high-quality delivery and strong client relationships. Ensured smooth knowledge transfer and operational continuity during transitions, aligning service requirements with business goals.

- **Remote Infrastructure Management (RIM) & Service Excellence:** Managed the Remote Infrastructure Management (RIM) team, driving exceptional service delivery through continuous improvement initiatives. Reviewed and maintained the Service Level Management Framework, ensuring services consistently met performance and availability standards, which reduced downtime and enhanced system reliability.
- **Operations Management & Service Delivery:** Led projects as Operations Manager of Infrastructure Engineering Services, ensuring high-quality service delivery aligned with agreed SLAs, **resulting in a 10% improvement in service satisfaction**. Managed escalation resolution with urgency, building strong client relationships and maintaining a customer-first approach, which enhanced client retention.
- **Knowledge Transfer & Operational Continuity:** Oversaw knowledge transfer to maintenance and support teams during critical transitions, ensuring smooth handovers and operational continuity. Defined service requirements and availability targets, managing agreement sign-offs and service activations to achieve operational goals and maintain business efficiency.

SENIOR ASSOCIATE INFRASTRUCTURE SPECIALIST - IT

UST International Pvt. Ltd. and Maersk GSC (JV Model)

- Oct 2013 to Jul 2016

Managed the Datacentre IT Service Management team, developing ITIL-based policies and processes that streamlined operations and improved communication strategies. Delivered comprehensive ITSM solutions that integrated people, processes, products, partners, and technology, ensuring seamless service delivery across IT service lines, including incident, problem, change, release, capacity, and service level management.

- **Cost Optimization & Vendor Management:** Proactively reduced costs by optimizing resources and collaborating with adjacent service lines, driving operational efficiency. Led vendor management with IBM and HP, ensuring value delivery, minimizing disruptions, and achieving sustainable multi-sourcing. **Reduced incidents by 20% through continuous improvement initiatives** and proactive analysis, enhancing service reliability.
- **Process Implementation & Risk Management:** Implemented robust processes for contracts, risk assessments, and issue resolution, effectively managing vendor-stakeholder relationships to meet infrastructure service requirements. **Drove service excellence by defining and tracking KPIs** across all service lines and contracts, ensuring performance met or exceeded expectations.
- **Incident, Problem & Change Management:** Successfully managed major incidents, problem management, and change/release management, ensuring timely task completion and strict adherence to ITIL best practices, enhancing service quality and maintaining business continuity.

SENIOR PROGRAM ANALYST - IT

WNS Global Services Pvt. Ltd.

- Jul 2006 to Oct 2013

Led and mentored a team - IT Operations for Aviva UK, a leading insurance client, driving a culture of collaboration and excellence. Developed and implemented ITIL-based policies and processes for incident, problem, and change management, enhancing operational efficiency and improving service quality.

- **Team Development & Performance:** Provided comprehensive training and support to Incident, Problem, and Change Management teams, significantly improving team performance and knowledge retention. Conducted regular team huddles, promoting transparency and engagement, and driving team alignment on key objectives.
- **Service Reporting & Incident Resolution:** Generated and analysed weekly/monthly SLA and exclusion reports, identifying key insights to improve service performance. Monitored global incidents, ensuring timely resolution of high/medium impact incidents, reducing downtime, and enhancing customer satisfaction.
- **Operational Accountability & Performance Monitoring:** Managed the day-to-day operations of the Organizational Balanced Scorecard Process, tracking and reporting quarterly status on performance measures, driving accountability and ensuring alignment with business goals. Proactively assisted the problem management team, reducing recurring incidents by **15% through analysis and proactive solutions**.
- **Project Implementation:** Participated in the successful deployment of SCCM, transitioning from RADIA, and implementing a remote access manager for home users, improving remote access security and operational efficiency.

TECHNICAL SUPPORT EXECUTIVE

24/7 Customer Pvt. Ltd.

- **Nov 2005 to Jul 2006**

Delivered prompt and effective resolutions, resolving issues with desktops, laptops, printers, and network connectivity. Ensured minimal disruption to user productivity by swiftly troubleshooting hardware problems across a wide range of devices.

- **Windows OS & Software Support:** Resolved complex issues related to Windows OS, including troubleshooting Microsoft Office packages, enhancing system reliability and user satisfaction. Installed and supported Windows OS and drivers, ensuring seamless functionality for end-users.
- **Security & Software Application Management:** Addressed anti-virus issues and provided expert support for installing and configuring software applications, maintaining security and optimal performance for customers. Delivered permanent solutions to queries, achieving a 95% customer satisfaction rate through consistent excellence in support.
- **Technical Expertise & Troubleshooting:** Leveraged deep knowledge of hardware and software configurations, troubleshooting techniques, and industry best practices to quickly identify and resolve technical issues. Communicated complex technical information clearly and concisely, ensuring customers understood the resolution process.
- **Collaboration & Problem-Solving:** Collaborated effectively with team members to resolve complex issues, supporting a customer-first mindset that prioritized satisfaction and continuous improvement in service delivery.

TECHNICAL ANALYST

Global Processing Solutions

- **Feb 2001 to Nov 2005**

Leveraged strong analytical skills to assess client needs and translate them into precise technical requirements for web application development, ensuring solutions were aligned with business goals and delivered value.

- **Communication and Collaboration:** Adopted effective communication and collaboration between clients, stakeholders, and development teams, ensuring project alignment and delivering successful results, while cultivating strong, long-term client relationships.
- **Problem-Solving and Project Efficiency:** Identified and resolved technical challenges during web application development, **resulting in 15% faster project delivery times** and ensuring smooth execution, contributing to higher client satisfaction.
- **Market Research and Innovation:** Conducted continuous market research to stay ahead of industry trends and emerging technologies, enhancing web development strategies and client offerings, positioning the company as a thought leader in the field.
- **Continuous Learning and Skill Enhancement:** Proactively pursued opportunities for continuous learning, staying current with web development technologies and industry innovations, which improved service offerings and project outcomes.
- **Results-Driven and Client-Focused:** Driven to exceed project goals and deliver high-quality, results-driven web application solutions, leading to repeat business and client referrals, consistently surpassing client expectations.
- **Adaptability and Multi-Project Management:** Demonstrated adaptability in navigating diverse project requirements, effectively managing multiple projects and priorities while maintaining high performance standards and client satisfaction.