

## Contact

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[sadheeshan.com.au/](http://sadheeshan.com.au/) (Company)

## Top Skills

Managed Services  
IT Project & Program Management  
IT Service Delivery

## Languages

English (Full Professional)  
Tamil (Native or Bilingual)  
Hindi (Professional Working)  
Malayalam (Professional Working)

## Certifications

Microsoft Azure Architect  
Technologies: Managing Azure  
Costs  
Microsoft Azure Security  
Technologies: Azure Security Center  
Digital Transformation - Business  
Concepts  
Cloud Security Fundamentals: Cloud  
Application Security  
Cybersecurity Awareness: The  
Internet of Things (IoT)

## Honors-Awards

Effective Contributor - ISO 20000  
Certification  
Appreciation - Cyber Security Drill  
Certificate of Excellence  
Team Excellence Award  
Top Talent "Trailblazer" Award

# Sadheeshan D Nambeesan

Senior IT Leader | Australian PR (Distinguished Global Talent – Subclass 858) | IT Strategy, Service Excellence & Operational Resilience | Digital Transformation, Hybrid Cloud & Cyber Resilience  
Adelaide, South Australia, Australia

## Summary

Senior IT Leader with 22+ years of experience delivering resilient, secure, and audit-ready IT services across aviation, banking, insurance, and large enterprise environments. Currently Head of IT Service Management at Qatar Airways, leading 24x7 global IT operations and ITSM strategy for mission-critical services in a highly regulated environment. Australian Permanent Resident recognised as a Distinguished Global Talent (Subclass 858) under the National Innovation Visa Program. From an ITSM and operations leadership perspective, led and enabled Qatar Airways' transition to a hybrid cloud operating model across Private Cloud, Azure, and GCP by embedding ITIL-aligned governance, change and release controls, and service continuity to maintain operational stability and risk management during migration. Contributed to enterprise digital transformation initiatives by modernising service management and introducing automation, workflow orchestration, RPA, and AI-enabled capabilities across IT and business operations. These initiatives delivered 25 to 30 percent cost optimisation while improving service reliability, responsiveness, and customer experience. Worked closely with Cyber Security and GRC teams to embed security-by-design and governance-by-design into ITSM processes supporting hybrid cloud and digital platforms. This included aligning incident, change, problem, and service continuity practices with ISO 20000 and ISO 27001, supporting audits with zero major non-conformities, and strengthening risk-based change approvals and operational assurance. Supported responsible AI adoption within IT service management, embedding governance and cyber controls to enhance decision-making, reduce operational noise, and improve service outcomes without compromising security or compliance. Leadership outcomes include achieving 100% Major Incident SLA compliance against a 99.95% target, improving change success rates from 73% to consistently above 95%, and reducing incident recurrence through disciplined problem management. Led teams of 30+ FTEs

and global vendors, established NOC and IT Command Centres, and partnered closely with executive leadership. Actively exploring Senior IT Leadership opportunities across Australia, including Head of IT, Director of IT, CIO track, IT Operations, Service Delivery, and Governance leadership roles. Australia Australian Permanent Resident – Distinguished Global Talent (Subclass 858) Portfolio: <https://sadheeshan.com>

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## Experience

### Qatar Airways

12 years 1 month

#### Head of IT Service Management

December 2019 - February 2026 (6 years 3 months)

Doha Metropolitan Area

Accountable for enterprise IT Service Management strategy and 24x7 service delivery across global aviation operations, supporting mission critical services in a highly regulated environment.

Led ITSM practices aligned to ITIL v4 across Incident, Problem, Change, Release, and IT Operations Governance, ensuring service stability, operational resilience, and compliance.

Key outcomes delivered;

Achieved 100 percent Major Incident SLA compliance against a 99.95 percent target

Improved change success rate from 73 percent to consistently above 95 percent through strengthened CAB governance and risk based approvals

Maintained SLA performance above target while reducing incident recurrence through enhanced problem management and root cause analysis

Implemented end to end ITSM lifecycle processes using OpenText SMAX, standardising enterprise service delivery and improving operational consistency

Strengthened global ITSM governance to improve audit readiness, service reliability, and stakeholder confidence

Delivered ISO 20000 and ISO 27001 aligned controls, supporting successful surveillance audits with zero major non-compliance

Partnered with executive and operational stakeholders to align IT services with business objectives and operational priorities

Leading a globally distributed team and strategic vendors supporting enterprise services across airport and airline operations.

TS Manager - Performance and Problem Management  
February 2014 - December 2019 (5 years 11 months)  
Doha, Qatar

Led proactive service performance management and problem management across large scale, aviation grade IT environments, driving service stability, continuous improvement, and operational resilience aligned to ITIL practices.

Partnered with incident management, service owners, and strategic vendors to reduce recurring issues, improve service health, and strengthen governance through structured root cause analysis and measurable performance reporting.

Key contributions:

Led root cause analysis for major incidents and recurring issues, ensuring corrective and preventive actions were implemented and tracked to closure

Defined and monitored service KPIs and SLOs, delivering dashboards and service health reporting for leadership decision making

Delivered service improvement initiatives to enhance availability, response times, and overall service quality in a 24x7 operational environment

Conducted formal service reviews and performance improvement plans for underperforming teams and suppliers

Supported post incident reviews, ensuring lessons learned were captured and embedded into operational controls

Engaged senior stakeholders and third party providers to communicate performance trends, risks, and mitigation plans

Mentored technical and process owners to uplift ITIL discipline and continuous improvement culture

### Religare Health Insurance Company Limited

#### Senior Manager - Information Technology

May 2012 - January 2014 (1 year 9 months)

New Delhi Area, India

I built Religare's IT Infrastructure Services ground-up complete with hardware and software procurement as well as datacentre setup.

Spearheaded strategic sourcing of software and IT solutions.

Implemented core infrastructure and insurance systems across 40+ branch offices in India, enhancing operational efficiency.

Integrated ITSM and SDLC frameworks to streamline the IT services lifecycle.

Established robust IT operations policies and procedures, driving productivity and efficiency.

Served as a founding member of the IT Core Team.

### Max New York Life Insurance Co. Ltd

#### Senior Manager - IT Services

January 2008 - May 2012 (4 years 5 months)

Gurgaon, India

SENIOR MANAGER – IT SERVICES | January 2011 – May 2012

SENIOR MANAGER & ZONE HEAD – IT OPERATIONS | October 2009 – January 2011

MANAGER – IT OPERATIONS | January 2008 – October 2009

My solid leadership of Max Life's core datacentre operations delivered reliable IT service delivery and support to over 100 branch offices across India.

#### ACHIEVEMENT HIGHLIGHTS:

Fully optimised databases, application platforms, UNIX & Windows servers.  
New ITSM and EUC policy and procedure deployment to all branch offices.  
Storage system infrastructure set-up and configuration effectively meeting company needs and demands.

Significant contributor to IT security compliance, implemented cost effective backup system encryption solution.

#### Wipro Infotech Ltd

##### Site In-Charge (Manager)

August 2007 - January 2008 (6 months)

Chennai Area, India

With Wipro, I was deployed to HDFC Bank to function as and Infrastructure and IT Operations Lead to ensure that all aspects of operations are carried to completion to the highest standard. I held accountability for IT Service Management to handle the entirety of IT activities directed by policies and needs of the organisation. Furthermore, I led and managed the first level support team for the back-end IT infrastructure. By designing, developing and implementing systems, policies and procedures, I planned, organised, controlled and evaluated IT and electronic data operations. Finally, I identified opportunities for improvement to develop and implement strategic solutions promptly.

#### Sutherland Global Services

##### Service Delivery Team Lead

February 2004 - August 2007 (3 years 7 months)

Chennai Area, India

TEAM LEAD – SERVICE DELIVERY | January 2006 – August 2007

SENIOR HELP-DESK ENGINEER | February 2005 – January 2006

HELP-DESK ENGINEER | February 2004 – February 2005

Having worked with Sutherland for over three years, I have played three significant roles. I commenced with the company as a Helpdesk Engineer and was elevated to a Senior Helpdesk Engineer role and eventually as the Team Lead for Service Delivery. In these roles, I served as the first point of contact for clients seeking technical assistance to ensure prompt resolution and diagnosed system errors and other issues to determine the best solution. I carried out first level troubleshooting of end user computing devices such as desktops, laptops and printers. I also functioned as a Subject Matter Expert in end-user computing (EUC) support and leveraged IT expertise to achieve optimal outcomes. Finally, I led and managed a team of 40 members to provide support for end-user computing devices.

Key Achievements:

Awarded “Star of the Month” thrice due to outstanding performance in the capacity of Help-Desk Engineer.

Recognised as the “Best Team Lead” across the product line for five times, “Best Tech Support Group” for three times within technical solution due to exceptional delivery of services and “Best Agent Support Group” by aiding the team obtain higher CSAT.

Nominated as the “Best Employee of the Year 2005” by possessing proper credentials.

Awarded as the “Best Employee of the Year 2006” through consistently performing to the best of abilities.

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## Education

University of Madras

BBA, Business Administration · (2001 - 2004)