SADHEESHAN D NAMBEESAN

SENIOR IT LEADER & DIGITAL SERVICE MANAGEMENT TRANSFORMATION STRATEGIST

CONTACT

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📍 Australia

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EDUCATION

2001 - 2004

UNIVERSITY OF MADRAS

Business Administration & Management

ITIL, ITSM and ISO 20000

SKILLS

LEADERSHIP & MANAGEMENT:

- Defined and executed enterprise IT strategies aligned to organisational objectives, improving service reliability, operational resilience, and technology alignment with business priorities.
- Led and developed large, multi-disciplinary teams of over 180 FTEs (direct and indirect), fostering strong accountability, capability uplift, and continuous improvement.
- Established enterprise and hybrid cloud strategies integrating on-premise and public cloud platforms to support scalability, resilience, and cost control.
- Implemented multi-cloud governance frameworks, strengthening security, compliance, and operational risk management across environments.
- Drove automation and continuous improvement initiatives, reducing operational overhead, improving service efficiency, and enhancing customer experience.

PROFILE

Senior ICT and **IT Service Management leader** with over **22 years of experience** delivering stable, secure, and well-governed technology services across aviation, banking, and insurance environments. Proven track record of leading enterprise **IT operations, service delivery transformation, and risk and governance uplift in large, mission-critical organisations**.

Currently operating at Head-of-Function level, with extensive experience supporting complex operational initiatives including the launch of **Hamad International Airport** and delivery of mission-critical IT services for **FIFA World Cup Qatar 2022**. Recognised as Top Talent at Qatar Airways for sustained operational performance and strategic contribution.

Strong expertise in ITIL 4–aligned ITSM, enterprise service delivery optimisation, cyber resilience, and compliance, including successful implementation and sustainment of **ISO 20000** and **ISO 27001**.

Australian Permanent Resident under the Distinguished Global Talent (National Innovation Stream), bringing strong leadership of cross-functional teams, vendors, and stakeholders to deliver reliable, scalable, and secure technology outcomes.

WORK EXPERIENCE

Head of IT Service Management	DEC 2019 - FEB 2026
TS Manager - Performance and Problem Mgmt.	FEB 2014 - DEC 2019

Qatar Airways, Doha - Qatar.

- Accountable for enterprise **IT Service Management strategy and delivery**, supporting global, 24×7 mission-critical operations within a highly regulated aviation environment.
- **Led ITIL 4-aligned ITSM transformation**, strengthening governance across Incident, Problem, Change, Release, and Service Continuity.
- Established and scaled a **Network Operations Centre / IT Operations Command Centre**, improving infrastructure availability, resilience, and service reliability.
- Key contributor to enterprise **digital transformation initiatives**, including on-premise to **hybrid cloud (Private, Azure, GCP)** migration programs supporting scalability and operational resilience.
- Delivered **25–30% cost optimisation** through automation of core IT and business processes, leveraging workflow orchestration and RPA capabilities.
- Improved **Major Incident response and MTTR** by introducing enhanced collaboration platforms and real-time operational dashboards.
- Strengthened **Disaster Recovery and Patch Management** through automated compliance validation, scheduled DR testing, and restoration assurance.
- Served as a **senior stakeholder and Steering Committee member** for major ICT infrastructure and service transformation programs, influencing architecture, governance, and operational outcomes.
- Led enterprise **Performance, Problem, and Availability Management** functions across complex, large-scale IT environments.
- Designed and implemented **root cause analysis and problem management frameworks**, significantly reducing repeat incidents and improving service stability.
- Developed and maintained enterprise **ITSM portfolios**, enabling effective management of incidents, problems, knowledge, and changes.
- Introduced continuous **improvement and governance practices** aligned to ITIL standards, improving operational visibility and performance reporting.

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SKILLS

IT SERVICE MANAGEMENT & OPERATIONS:

- Delivered enterprise-wide ITIL 4 aligned frameworks, optimising service delivery and governance.
- Ensured consistent, high-quality IT services across global operations, meeting SLAs and KPIs.
- Directed end-to-end ITSM processes to improve resolution times and reduce operational risk.
- Built and led a high-performing operations centre, achieving industry-leading infrastructure reliability.
- Implemented and maintained a robust CMDB for real-time visibility and predictive capacity planning.

CYBER SECURITY & INFRASTRUCTURE:

- Established robust risk governance frameworks ensuring compliance with ISO/IEC 27001:2013 and regulatory standards.
- Directed enterprise-wide security operations, implementing proactive threat detection and incident response strategies.
- Spearheaded critical on-premise to hybrid cloud migration initiatives, enabling scalability and resilience.

BUSINESS TRANSFORMATION & PROCESS IMPROVEMENT:

- Delivered large-scale ITSM process redesign aligned with ITIL 4, improving efficiency and service quality.
- Directed end-to-end system rollouts, ensuring seamless integration and adherence to software development lifecycle best practices.
- Managed vendor relationships and procurement strategies to optimise cost and performance for enterprise IT solutions.
- Led AI integration within IT service management frameworks, ensuring compliance, risk mitigation, and ethical governance.

WORK EXPERIENCE

Senior Manager - Information Technology   MAY 2012 - JAN 2014
Religare Health Insurance Company Limited, New Delhi Area, India

Senior Manager - IT Services   JAN 2008 - MAY 2012
Max New York Life Insurance Co. Ltd, Gurgaon, India

Site In-Charge (Manager)   AUG 2007 - JAN 2008
Wipro Infotech Ltd, Chennai Area, India (Deployed to HDFC Bank)

Service Delivery Team Lead   FEB 2004 - AUG 2007
Sutherland Global Services, Chennai Area, India

- Built Religare's IT Infrastructure Services from the ground up, encompassing hardware and software procurement, as well as data centre setup.
- Successfully incorporated and equipped over 40 branch offices across India with core infrastructure and insurance systems, supporting rapid business expansion.
- Served as a Founding Member of the IT Core Team, contributing to foundational IT strategies.
- Provided solid leadership for Max Life's core data centre operations, ensuring reliable IT service delivery and support to over 100 branch offices across India.
- Served as a significant contributor to IT security compliance efforts, implementing a cost-effective backup system encryption solution.
- Functioned as an Infrastructure and IT Operations Lead for HDFC Bank, ensuring all aspects of operations were carried to completion to the highest standard.

AWARDS & RECOGNITIONS

- **Distinguished Global Talent** under **National Innovation Talent** Identifying Stream, Australian Government - Recognised for outstanding achievements and leadership in IT Service Management, Operations, and Cyber Security.
- "**TOP TALENT**" - Identified by Qatar Airways for exceptional contributions and leadership.
- Effective Contributor of **ISO 20000** & **ISO 27000** Certification.
- Effective Contributor of Cyber Security Drill from **National Cyber Security Agency, Qatar**.

CERTIFICATIONS

- **Digital Transformation Implementer - Business Process & Concepts**
- **Cloud Security Fundamentals: Cloud Application Security**
- **Fundamentals of Hybrid Cloud Methodology**
- **Lead Auditor for ISO 20000 - IT Service Management System**

REFERENCE

EXCELLENT PROFESSIONAL REFERENCES, INCLUDING SENIOR LEADERSHIP FROM QATAR AIRWAYS, ARE AVAILABLE UPON REQUEST.