



SADHEESHAN D NAMBEESAN

SENIOR IT LEADER & DIGITAL SERVICE MANAGEMENT TRANSFORMATION STRATEGIST

PROFILE

Senior ICT and IT Service Management leader with over 22 years' 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 - PRESENT
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, 24x7 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.

CONTACT

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📍 Doha - Qatar
Australian Permanent Resident

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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.



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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

Mr. Nandakumar - SVP of Digital Resilience, Qatar Airways
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Mr. Anil Shafeeqe - Head of Platforms & Engineering, Qatar Airways
Mob: +974 - 5557 4925 | eMail: ashafeeqe@qatarairways.com.qa

Mr. Farhan Chaudhry - VP of Cyber Security & GRC, Qatar Airways
Mob: +974 - 3990 0871 | eMail: fchaudhry@qatarairways.com.qa



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.