



SADHEESHAN D NAMBEESAN

SENIOR IT LEADER & DIGITAL SERVICE MANAGEMENT TRANSFORMATION STRATEGIST

PROFILE

Dynamic and results-oriented ICT Leader with 22+ years of global experience driving digital transformation, hybrid cloud migration, responsible AI adoption embedded within ITSM frameworks, operational excellence, and cyber resilience across aviation, insurance, and banking sectors. **Recognised as a "Top Talent" at Qatar Airways**, I played an active leadership and operational role in some of the region's most complex, high-profile initiatives, including hands-on launch and transition support for Hamad International Airport in 2014 and active participation in the **FIFA World Cup Qatar 2022**, representing Qatar Airways in delivering resilient, secure, and round-the-clock technology services at global scale. I have been instrumental in achieving and sustaining **ISO 20000** and **ISO 27001** certifications within large, mission-critical environments.

As an **Australian Government identified Distinguished Global Talent Permanent Resident under the National Innovation Talent Stream**, I bring a proven track record in strategic IT leadership, enterprise service delivery optimisation, and risk and governance uplift. Adept at leading cross-functional teams, implementing ITIL 4 practices, and leveraging emerging technologies to deliver scalable, secure, and cost-efficient IT solutions, I am passionate about enabling business growth through cloud, responsible AI, automation, and robust cybersecurity strategies while maintaining operational stability in high-pressure environments.

WORK EXPERIENCE

Head of IT Service Management DEC 2019 - PRESENT
TS Manager - Performance and Problem Mgmt. FEB 2014 - DEC 2019
Qatar Airways, Doha - Qatar.

Strategic IT Leader with a proven track record in driving enterprise-wide service excellence and digital transformation. Expert in program management and service delivery, leading multi-cloud migrations (Private, Azure & GCP) and strengthening operational resilience through advanced ITSM frameworks, cloud adoption, and automation. Skilled in optimizing costs, enhancing agility, and aligning IT operations with organizational vision.

- Built and scaled a high-performing IT Network Operations Command Centre (IT OCC/NOC), delivering enterprise-wide service excellence and exceeding industry benchmarks in infrastructure reliability and performance.
- Key contributor to Qatar Airways' Digital Transformation journey, spearheading mission-critical on-premise to hybrid cloud migration initiatives to enable scalability and resilience.
- Delivered 25–30% cost optimization through automation of core business processes, leveraging AI-driven workflows and RPA technologies.
- Introduced advanced collaboration platforms, accelerating incident response and improving MTTR (Mean Time to Resolution) across the organization.
- Redesigned ITSM policies and processes to align with ITIL 4 and organizational strategy, driving operational efficiency and governance.
- Pioneered Agile and DevOps-driven change management frameworks, enhancing deployment speed, reducing risk, and improving release agility.
- Strengthened IT Disaster Recovery and Patch Management strategies with automated compliance checks, scheduled DR drills, and backup restoration validations.
- Developed and maintained a robust ITSM portfolio, enabling seamless management of incidents, problems, knowledge, and changes across complex enterprise environments.
- Served as a strategic stakeholder and Steering Committee member for major ICT infrastructure programs, influencing architecture and operational excellence.

CONTACT

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Australian Permanent Resident
🌐 [sdncareerprofile](https://sdncareerprofile.com)

EDUCATION

2001 - 2004
UNIVERSITY OF MADRAS
Business Administration & Management
ITIL, ITSM and ISO 20000

LANGUAGES

- English (Fluent)
- Tamil (Native)
- Malayalam (Intermediate)
- Hindi (Intermediate)

SKILLS

LEADERSHIP & MANAGEMENT:

- Defined and delivered enterprise IT strategies aligned with organisational objectives, driving digital transformation and operational excellence.
- Managed and developed high-performing teams of more than 180 FTEs (Direct & Indirect), fostering a culture of innovation and continuous improvement.
- Developed enterprise cloud strategy enabling seamless integration of on-prem and public cloud services.
- Implemented multi-cloud governance frameworks ensuring compliance and security across platforms.
- Implemented automation and continuous improvement initiatives, reducing operational overhead and enhancing service delivery.



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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 Implementor - 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 Shafeeque - Head of Platforms & Engineering, Qatar Airways
Mob: +974 - 5557 4925 | eMail: ashafeeque@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.