



## CONTACT

- +61 4 3279 3284
- sadheeshan@gmail.com
- Doha - Qatar  
Australian Permanent Resident
- sdncareerprofile

## 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.

# 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

- |   |                     |
|---|---------------------|
| • <b>Head of IT Service Management</b>            | DEC 2019 - PRESENT  |
| <b>TS Manager - Performance and Problem Mgmt.</b> | FEB 2014 - DEC 2019 |
| <b>Qatar Airways, Doha - Qatar.</b>               |                     |

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.



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## SENIOR IT LEADER & DIGITAL SERVICE MANAGEMENT TRANSFORMATION STRATEGIST

### 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. Farhan Chaudhry - VP of Cyber Security & GRC, Qatar Airways  
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