Contact

Australia

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www.linkedin.com/in/sdn28
(LinkedIn)

sadheeshan.com (Portfolio)

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

Head of IT Service Management | IT Operations & Service Delivery
Leader | Australian Permanent Resident
Australia

Summary

Portfolio: https://sadheeshan.com

Senior IT Service Management and IT Operations leader with over
20 years of experience delivering stable, well-governed, and resilient
IT services across aviation, banking, insurance, and large enterprise
environments.

Currently Head of IT Service Management at Qatar Airways,
accountable for enterprise IT service operations, 24x7 service
delivery, and core ITSM capabilities including Incident, Problem,
Change, Release, and Disaster Recovery readiness in highly
regulated, mission-critical environments.

Demonstrated track record of leading large, geographically
distributed teams and strategic vendors, strengthening service
governance, improving operational performance, and aligning IT
services with measurable business outcomes.

Strong expertise in IT operations command centres, enterprise
service management and monitoring platforms, and the design of
service delivery models that improve service reliability, customer
experience, and audit readiness.

Certified Lead Auditor for ISO 20000 and ISO 27001, with deep
experience in risk management, compliance assurance, information
security governance, and continuous improvement of IT service
management practices.

Recognised as Top Talent at Qatar Airways (top 3% of performers)
for consistent delivery of strategic outcomes and operational
excellence.

Career highlights include supporting the launch and operational readiness of Hamad International Airport and contributing to FIFA World Cup 2022 operations through delivery of mission-critical ITSM and IT operations capabilities.

Australian Permanent Resident under the Distinguished Global Talent (National Innovation Stream). Open to senior leadership opportunities across Head of IT Service Management, Head of Service Delivery, IT Operations, and CIO-track roles within Australia.

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Experience

Qatar Airways
12 years

Head of IT Service Management
December 2019 - Present (6 years 2 months)
Doha Metropolitan Area

Accountable for enterprise IT Service Management strategy and service delivery across global aviation operations, supporting 24×7 mission-critical services within a highly regulated environment.
Led ITSM practices aligned to ITIL v4, with responsibility for Incident, Problem, Change, Release, and IT Operations Governance, ensuring service stability, operational resilience, and regulatory compliance.

Key outcomes delivered:

Achieved 100% Major Incident SLA compliance against a 99.95% target.

Improved change success rate from 73% to consistently above 95% 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.

Architected and implemented end-to-end ITSM lifecycle processes using Service Management Automation X (SMAX), standardising enterprise service delivery and improving operational consistency.

Led enterprise ITSM governance across global operations, strengthening audit readiness, service reliability, and stakeholder confidence.

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

Managed senior stakeholders from executive leadership to operational teams, aligning IT services with business objectives and operational priorities.

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

As a Technology Services Manager of Performance & Problem Management, I lead proactive performance optimization and structured problem resolution across large-scale IT environments. Leveraging ITIL best practices, I drive continuous improvement, minimise system disruptions, and enhance service quality and availability for aviation-grade operations.

Oversee root-cause analysis for major incidents and recurring issues, proactively implementing preventive actions. Facilitate cross-functional teams and vendors to resolve incidents and track remediation progress.

Define and monitor service KPIs/SLOs, produce dashboards and reports reflecting IT service health.
Use performance data to lead initiatives that improve uptime, response time, and overall service quality.

Implement ITIL-aligned processes for service improvement. Coordinate formal reviews and implement performance improvement plans for under-performing teams/resources.

Align closely with Incident Management; contribute to resolution and preventive strategies.
Lead or support post-incident reviews and ensure root causes are documented and resolved.

Collaborate with senior leadership, service owners, and third-party providers to enhance service delivery strategy. Communicate performance trends and risk mitigation strategies clearly.

Mentor and coach technical and process owners to enforce continuous performance improvement.

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.

Education

University of Madras
BBA, Business Administration · (2001 - 2004)