

# Sambu S Nair

Service Delivery Lead / Project Manager



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## Professional Summary

**Results-driven IT professional with 11 years of diverse experience, including over 7 years in leadership roles.**

Currently serving as the Global Delivery Lead/Project Manager for Break-Fix operations at Ericsson, leading cross-functional teams across India, Romania, Mexico, and Nigeria to support delivery initiatives for one of the world's largest social networking companies. Proven expertise in Incident Management, IT Support, Project Management, and Performance Optimization. Adept at stakeholder management, vendor coordination, and executing global IT infrastructure projects. Strong analytical skills with a focus on automating processes, generating detailed operational reports, and driving continuous service improvement. Proficient in ITSM platforms, JIRA, and committed to delivering service excellence, operational efficiency, and innovation.













## Top Skills

- Service Delivery Management
- Incident & Project Management
- Cross-Functional Team Management
- People & Performance Management
- Vendor Management & Stakeholder communication
- Data Analysis & Reporting
- IT Infrastructure Operations
- Project Documentation & SOP Creation
- Data Center Operations & Monitoring
- SLA & KPI Management
- Sprint Planning & Backlog Grooming
- End-to-End Client Engagement
- Employee Onboarding & Knowledge Transfer



## Certifications & Tools

- ITIL v3 Foundation (Certified)  Upper intermediate
- Microsoft Specialist - Windows OS (Certified)  Upper intermediate
- Microsoft Excel (Advanced – Pivot Tables, Lookups)  Upper intermediate
- Microsoft PowerPoint (Advanced)  Upper intermediate
- Tableau (Report & Dashboards)  Intermediate
- JIRA (Manage Software life cycle)  Intermediate
- Trello (Supply Chain Project Tracking)  Upper intermediate
- CCNA (Gaining proficiency)  Intermediate
- HPE Proliant Hardware Specialist  Upper intermediate
- MITO IM Tooling solution  Advanced



## Experience

2020-11 - 2025-03

### Service Delivery Lead / Project Manager

*Ericsson, Bengaluru, Karnataka*

- Oversee customer reporting processes and manage team operations across the globe to ensure accurate data delivery and high operational standards, managing 30000+ deployed HPE servers/ Arista switches globally.
- Led cross-functional technical operations teams of 20+ members across India, Romania, Mexico, and Nigeria, managing both onsite and remote data center engineers.
- Focus on streamlining workflows, optimizing team performance, and maintaining SLA compliance via automation, dashboards, and data analytics.
- Skilled in data analysis and generating impactful weekly and monthly reports to drive decision-making and performance optimization. Preparing Internal, Customer, Vendor reports and dashboards.
- Collaborated with vendors and stakeholders to ensure timely project delivery. Led weekly and monthly review calls and conducted data analysis to support operational improvements and strategic initiatives.

2018-05 - 2020-10

## Engineer

*Ericsson, Bengaluru, Karnataka*

- Served as part of the Incident Management team supporting the global hardware operations (CDN hardware) of a leading social networking company.
- Worked with the Supply-chain team, Installation and other internal support functions to ensure smooth delivery and setup of hardware.
- Responsible for maintaining system reliability across international data centers, resolving high-impact incidents, and ensuring seamless operational continuity.
- Exposure to Linux systems, networking, and understanding the OSI model, TCP/IP protocol suite.

2014-01 - 2018-05

## Technical Solutions Engineer / SME

*Hewlett Packard Enterprise, Bengaluru, Karnataka*

- Accomplished Subject Matter Expert (SME) with extensive experience in managing and optimizing enterprise IT environments, ensuring seamless operations.
- Adept in TCP/IP, OSI Model, Active directory administration, SCCM, Microsoft Windows Operating system administration and troubleshooting
- Operational Efficiency Driver: Strong communicator with a focus on streamlining operations, improving team productivity, and driving innovation to optimize service delivery.
- Handled Internal, customer and stakeholder reporting.



## Accomplishments

### Enterprise transition Project

**Successfully led an onsite IT transformation project at the British Gas office in Mumbai as part of the integration with Royal Dutch Shell.**

- Spearheaded the end-to-end migration of IT infrastructure, including configuring and deploying new laptops to employees.
- Facilitated user account creation, access provisioning, and coordinated with cross-functional teams to set up Wi-Fi and supporting IT systems.
- Delivered onboarding training sessions to ensure a smooth transition and effective induction of employees into Royal Dutch Shell's IT environment.

### Automation Project Manager

**Acted as Project Manager bridging the Solutions and Operations teams to drive tooling enhancements and delivery of automation solutions.**

- Collaborated closely with the Solutions team and Solutions Architect to define requirements, acceptance criteria, and manage end-to-end JIRA workflows for tooling upgrades and automation solutions.
- Oversaw sprint planning and execution, tracked progress, facilitated UATs, coordinated with engineers to manage tooling downtime, and provided final approvals for production deployments.

2017

2022-2025

2024-12 – 2025-03

- Led the implementation of 100+ automation initiatives, resulting in annual savings of 4+ FTEs by eliminating manual and repetitive tasks across teams.

#### **Project Manager - ENS**

**Project Manager for the ENS (Enterprise Network Services) Project, overseeing end-to-end project lifecycle management.**

- Captured and analyzed customer requirements, prioritized deliverables, and assisted in developing project timelines and resource planning.
- Coordinated resource allocation with vendors across the MANA region, ensuring access provisioning (e.g., gate passes) and readiness for project execution.
- Provided hands-on support in troubleshooting implementation issues in collaboration with customers and internal teams.
- Acted as the single point of contact to confirm final delivery and obtain customer sign-off upon project completion.

2025-01

#### **Automation development – AI & PowerShell**

**Led automation initiatives using AI and PowerShell scripting to streamline project management tasks.**

- Developed tools to monitor gate pass validity for onsite engineers, automate renewal requests, and manage on-boarding and off-boarding of personnel.
- Reduced a manual process from 60+ minutes to under 5 minutes, significantly improving operations and reducing human error.

**Automated project documentation setup for ENS initiatives using scripting solutions.**

- Built an automation tool to analyze project requirements and automatically generate standardized folder structures along with necessary documentation templates.
- Reduced manual setup time from 15 minutes to under 1 minute, enhancing consistency and efficiency across multiple projects.



### **Internal Events & Communications Coordinator**

**Actively contributed to corporate engagement and cultural events by producing, directing, and editing video content for both live and virtual audiences.**

- Collaborated with colleagues to script, film, and edit creative videos showcased during key organizational events.
- Encouraged team participation in skits and media production, fostering a fun and inclusive work environment.
- Assisted in organizing internal festival celebrations and employee engagement initiatives to promote workplace culture and collaboration.



### **Education**

**Bachelor of Computer Applications**

*Garden City College - Bengaluru, India*

2009-06 - 2013-01



