JACOB J DANIEL

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SERVICE DELIVERY & ACCOUNT MANAGEMENT LEADER

BE/PMP/ITIL v3/Six Sigma/LEAN Certified IT Head with more than 17 years of rich experience in IT Global Infrastructure Management, Service Delivery & Account Management

MCSE 2000 Certified Microsoft professional, PMI Certified Project Manager Professional; ITIL V3 Foundation Certified; Six Sigma Foundation Certified; ICE Silver Certified

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♦ **Service Delivery Management ♦ Account Management ♦ People Management ♦ Infrastructure Management & Support ♦ IT Service Management♦ Process Improvement Initiatives ♦ Resource Planning & Optimization ♦ Customer Relationship Management ♦ Global Delivery ♦ Site Administration ♦ Finance Management ♦ Leadership ♦ IT Strategy ♦ Project Management ♦ Microsoft Technologies ♦ IT Operations**

❖ Dynamic, highly organized, self-motivated and innovative professional with comprehensive management/ leadership skill set for handling large scale delivery assignments in various platforms and technologies.

❖ Excellent communicator with exceptional analytical, people management, and co-ordination skills and deep understanding of the Indian and overseas business culture and the ability to work in highly diverse environments with people from varied backgrounds.

❖ Possess a total industry experience of over 17+ years in various fields ranging from Process industry to IT industry out of which close to 14 years of association specific to IT Industry

❖ Currently working as IT Head – Application Engineering group & Site Administration Head in Alcon Laboratories Pvt Ltd, A Novartis Company since May 2011.

❖ Successfully delivered various Technical & Leadership roles in IBM India Pvt. Ltd. from Sep 2004 to May 2011 which includes "Global SSO Account Service Delivery Manager" role for one of the biggest account in IBM ITD GD and Cross Competency Leader" focusing for the entire EMEA region clientele.

❖ Handled critical clients such as "Diageo" in various capacities as Sr. System Administrator, Team Leader and Service Delivery Manager between Sep 2004 and Apr 2008 by driving crucial roles in transforming the service delivery into a stable and cost effective state by executing innovative strategies and effective leadership.

❖ Worked with Microland as a System Engineer and Team Lead on Microsoft Technologies for nearly 3 years servicing GE Capital.

❖ Proved the abilities as a faculty of Microsoft technologies during the 3 months short stint with System Domain, Indira Nagar, Bangalore while supporting their internal systems as a system administrator.

❖ Started IT career as a system administrator with Sim-Soft Computers, Thiruvananthapuram, Kerala in 1999 and supported their clients for close to 2 years on Microsoft and networking technologies.

PROFESSIONAL EXPERIENCE

Alcon Laboratories Pvt.Ltd. a Novartis Company, Bangalore   since May, 2011

IT Head – Application Engineering Services & Site Administration Head

❖ Setup of Alcon India IT Organization in Bangalore completed successfully in 2012 including hiring, governance, communication, delivery model.

❖ Playing key leadership role in Alcon as service owner for various technologies of Enterprise Platform

Services (AS400, AIX, Storage & Backup, DBA), IT Security and Application engineering groups.

- ❖ Handling service delivery responsibilities with improved quality and expectations by setting up metrics and right governance model for preparing service lines for audit readiness.
- ❖ Actively driving the initiatives for transitioning services from resource hosting model to managed services.
- ❖ Playing major roles in implementing Resource management, talent enhancement and retention strategy.
- ❖ Successful execution of Finance Management activities including budget preparation, forecasting, and financial reporting as per timelines agreed with ISC Director
- ❖ Continues improvement in cost optimization through cost containment initiatives and implementation of strong guidelines to improve financial discipline
- ❖ Heading site operations activities & optimizing cost by engaging different business functions (Admin, HR, Finance, Local IT)
- ❖ Heading the Business continuity program from IT service perspective during BCP situations
- ❖ Working as Program manager (stretched role) of Maturity Advancement program across the organization to achieve the delivery excellence.
- ❖ Involved in various initiatives to improve the service delivery efficiency and quality.
- ❖ Involved in various levels of strategy planning for the successful future business growth.

IBM India Pvt.Ltd, Bangalore   September 2004 to May 2011

Global SSO Account Service Delivery Manager - BHP Billiton

- ❖ Played key leadership role in IBM Global Delivery as "Global SSO Account Service Delivery Manager" for BHP Billiton account – a leader in mining industry from Mar 2010 to May 2011
- ❖ Owned responsibilities of service delivery for all the technical teams located in India & Australia
- ❖ Lead regular interlock and governance meetings with India and AUS teams and had driven single delivery goals across multiple teams with diversified culture and geographies.
- ❖ Executed programs to improve the quality of service delivery in terms of SLAs, Change failure reduction, Response/Resolution time
- ❖ Involved in Cost reviews and initiated manifold proactive measures for reduction of cost by improving the efficiency and effectiveness of service delivery
- ❖ Participated in onboarding process of new business/ Transition and involved in resource management and onboarding for new business
- ❖ Lead remediation of audit findings and monitor till its closure and established compliance posture of the account to green
- ❖ Established productivity and quality metrics and involved in analysis and actions to improve productivity metrics.

Cross Competency Leader and EMEA Focal Point

- ❖ Played key leadership role in IBM Global Delivery as "Cross Competency Leader and EMEA Focal Point" from Apr 2008 to Feb 2010 to ensure a seamless IT Infrastructure Service Delivery from various Global Delivery Centers in India to 74 European Clients.
- ❖ Acted as the Single Point of Contact for BAU & Non BAU issues pertained to all of the clients from Europe, Middle East & Africa region and instrumentally handled escalations.
- ❖ Efficiently lead many key organizational initiatives such as Skill Enhancement programs, technical SMEs enablement, Quality Improvement Programs, & Delivery capability enhancement programs.
- ❖ Continued to lead the efforts in improving the ownership of the global delivery of the accounts being supported out of India.
- ❖ Actively contributed in the Monthly Governance meetings with EMEA and India executives as part of the executive governance system.
- ❖ Played instrumental role in establishing a robust governance and Interlock model and successfully transforming the Global Delivery Relationships.

- Multiple SIP programs executed successfully in many accounts stabilizing their delivery as part of Account Satisfaction Management activities.
- Established and implemented the regular Account / Delivery Tracking and reporting of the metrics & Dash Boards
- Implemented proactive Daily Service Monitoring by which witnessed reduction of escalations and hence handling escalation became easier yet efficient.
- Initiated innovative Change failure management and ensured ongoing education for the stake holders and teams involved
- Was Instrumental in actions for driving more business growth in India GDC from EMEA.

Service Delivery & People Management

- Worked as Team member (Sept 04- Oct 05), Team Lead (Nov 05 – Mar 06) and Service Delivery Manager & People Manager (Mar 06 – Apr 08) for Diageo account in Intel Midrange and managed 40+ technical team members.
- Managed NT/Win2000/2003 Servers remotely using different tools like PC Anywhere, Terminal Client, Citrix and Dameware.
- Concentrated on high quality deliverable to customer through a process driven environment.
- Conceptualized and lead Implementation of many quality initiatives which made the Diageo account to green status from Red in a short span.
- Best practices in Defect Prevention Initiatives in Diageo got adopted across multiple teams in India GDC and still consider as a bench mark of quality initiatives in IBM India.
- Highly focused in technical and professional growth of team members which helped to move 16 team members to the next level of their career path
- Acted as Mentor of many team members and other employees in ITD GD
- Played a major role in implementation of an efficiency improvement program called Global Delivery Framework (GDF) which helped organization to achieve a great high of productivity
- Implemented a series of proactive actions to prepare the account audit ready and successfully completed external audits such as KPMG, PwC etc.

Microland Ltd., Bangalore   January 2002 – September 2004

Technical Team Leadership

- Worked as Team Lead of GCO Project for NT team with 10 members and managed NT/Win2000 Servers remotely using different tools like PC Anywhere, Net meeting, Terminal Client and Avocent.
- Handled regular Health Check and Monitoring of Servers using tools like Dell Open Manager, Compaq Insight Manager and BMC Patrol.
- Worked as a member of Process Development and Documentation team and implemented six sigma initiatives
- Handled Backup & restore Management using Tivoli, NT Backup, Veritas Etc.
- Installed, Implemented and maintained 40 NAV servers and successfully managed a virus free environment for clients
- Worked as Domain Administrator in GE Capital International Services and maintained 25 Compaq Servers in client's datacenter.
- Completed Installation, Configuration and Maintenance of Active Directory, Proxy Server and I-Gear successfully.
- Maintenance of Network Attached Storage (NAS) done successfully.

System Domain, Bangalore   November 2001 – January 2004

System Administrator and Faculty

❖   Worked as System Administrator and Faculty. System Domain is well known in the field of Network Implementations as well as providing training for Microsoft and networking technologies.
❖   Was responsible for installation, troubleshooting and Implementation of Windows 2000 Network & Hardware maintenance.
❖   Played a critical role in providing MCSE Windows 2000 training to number of bactches students during this period

Sim Soft Computers, Kerala   September 1999 – October 2001

System Administrator

❖   Worked as System Administrator. Sim Soft Computers is a sister concern of C-Lands Software Solutions and a major web hosting and Application Development firm.
❖   Was responsible for installation, troubleshooting and Implementation of Windows Network & Hardware maintenance.
❖   Played a critical role in the projects of Network Installation, Implementing and Maintenance of clients.

Industrial Enterprise, Delhi   April 1999 – September 1999

Quality Engineer and ISO Implementer

❖   Worked as Quality Control Engineer. Industrial Enterprise is 100% Export oriented ISO 9002 Certified Company engaged in the Production of automobile parts
❖   Was responsible for Quality Control activities & Implementation of ISO 9002 Certification
❖   Played a critical role in Internal Audit as Management Representative.

Traco Cable Company Ltd., Kerala   April 1998 – March 1999

Graduate Trainee & Supervisor

❖   Worked as Graduate Trainee. Traco Cable Co.Ltd is a Kerala Govt. owned ISO 9002 Certified Company engaged in the production of Jelly Filled Telephone Cables and Major supplier of Dept. of Telecommunications (DoT).
❖   Was responsible for Supervision of Production and Maintenance Departments and production scheduling.

KEY RECOGNITIONS & AWARDS

- ❖ Achieved **Best People Manager Award** for ITD GD 2007
- ❖ Achieved **Service Excellence Award** from Mark Tylor (VP) in IBM in 2007
- ❖ Achieved number of **Bravo/ Thanks Awards** in in IBM tenure
- ❖ Achieved **Best Customer service Award** for Implementation and maintenance of SMS server from Microland in 2002.
- ❖ Achieved **Microland Excellence award (MAX)** for customer satisfaction from Microland in 2003.
- ❖ Achieved **Microland Excellence award (MAX)** for Implementation of NAV automation from Microland in 2004.
- ❖ Achieved **Bravo award** for contribution Diageo account from IBM in 2005.
- ❖ Achieved numerous **Service Awards** from Alcon from 2011 for execution of continual improvement programs and setting up of governance model

EDUCATIONAL & PROFESSIONAL DEVELOPMENT

BE in Mechanical Engineering with First Class from Karnataka University, Dharwad (1993-97)- (Professional Career started in April, 1998)

Certifications Achieved

- ❖ **MCSE in Windows2000 (MCSE ID No.2402121)**
- ❖ **ITIL V3 Foundation certified**
- ❖ **Project Management Orientation (PM54G) certified**
- ❖ **Project Management Professional (PMP) Certified**
- ❖ **Six Sigma foundation certified**
- ❖ **ICE Silver Certified**