Sukhvinder Singh

Executive Summary

- Senior IT Service Delivery and Operations leader with 15+ years delivering SLA based support and ITIL governance across global enterprise environments.
- Experienced in major incident leadership, vendor and contract governance, ISO 27001 aligned controls, and executive stakeholder management.
- Known for improving service performance, reducing run costs, and strengthening operational resilience across modern workplace, cloud, and endpoint services.

Core Skills

- IT Operations Leadership, Service Management (Incident, Problem, Change), Major Incident Management, Continual Service Improvement (CSI)
- SLA and KPI Governance, Executive Reporting, Service Performance Dashboards (Power BI), Stakeholder Management
- Modern Workplace (Microsoft 365, Intune), Cloud Operations (Azure), Identity and Endpoint Management, Asset Lifecycle
- BCDR Planning and Testing, Vendor and Supplier Governance, Budget Ownership, Cost and License Optimisation Security and Compliance (ISO 27001 alignment, EDR, DLP, Audit Readiness)

Professional Experience

Head of IT Operations | Climate Impact Partners | UK

Aug 2023 – Dec 2025

- Owned end-to-end IT operations across multiple regions, managing an annual **budget of ~£0.8M**; led a 6-person internal team and multiple MSPs.
- Improved **SLA compliance by 25%** by redesigning ITSM workflows, tightening triage, and introducing service performance governance.
- Reduced operational run **cost by 18%** through vendor renegotiation, license rationalisation, and cloud optimisation.
- Strengthened security posture by implementing **ISO 27001 aligned controls** and deploying a modern **EDR** capability to improve audit readiness and risk visibility.
- Integrated a **US support function** into a unified global operating model including processes, SLAs, tooling, and handoffs to enable follow the sun coverage.
- Built automated executive dashboards in **Power BI** to support monthly performance reviews, trend analysis, and CSI prioritisation.
- Chaired operational governance for incident, problem, and change; led major incidents, communications, post incident reviews, and prevention actions.
- Owned supplier governance including QBRs, SLAs, escalations, contract renewals, and budget forecasting.
- Maintained BCDR plans, testing cadence, and recovery readiness aligned to business risk.

Service Delivery Manager | Tata Consultancy Services (TCS) | India / EMEA

Jun 2011 – Jul 2023

- Supported multiple client accounts across India, Norway, Sweden, Ireland, and the United Kingdom during my TCS tenure.
- Led a 30-person blended onshore and offshore team **supporting ~5,000 users** and **governed ~10 key vendors**.
- Delivered SLA driven IT services for global enterprise clients through structured governance, proactive problem management, and continual improvement.
- Automated KPI reports using PowerShell and Power BI, **saving ~£70,000 per year** and improving leadership visibility into service trends.
- Led large scale **OS migration programmes** including Windows 8 to 10, coordinating rollout planning, communications, hypercare, and issue resolution.
- Provided white glove executive support and **managed AV systems** for senior leadership and high visibility events.
- Oversaw asset lifecycle, SCCM deployments, Microsoft 365 administration, and identity services.
- Recognised with Performer of the Year and Best Onsite Support awards for service outcomes and stakeholder satisfaction.

Tools and Platforms

- Azure, Microsoft 365, Microsoft Purview, Intune, Power BI, PowerShell
- ITSM: ServiceNow, Freshworks, Remedy, Assyst, Jira
- Security: Microsoft Defender, Check Point, Darktrace, Malwarebytes (EDR) | DLP and eDiscovery

Certifications

- AWS Certified Solutions Architect – Associate (2023)
- Lean Six Sigma (2023)
- PRINCE2 Foundation and Practitioner (2022)
- ITIL (2014)
- Microsoft Certified Systems Engineer, MCSE

Education

- Bachelor of Science, Nehru College, Faridabad, India (2003 – 2006)