**MOHAMED IMRAN SIRAJUJDEEN**

![A person posing for the camera

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**EDUCATION:**

**BSc. COMPUTER SCIENCE**

**CERTIFICATIONS**

**ITIL–FOUNDATIONS**

**ITIL-SERVICE DESIGN**

**ITIL-SERVICE OPERATIONS**

**ITIL-SERVICE TRANSITION**

**ITIL-SERVICE STRATEGY**

**ITSM – ISO/IEC 20000**

**ISO – 9001 for Quality**

**COBIT 5 FOUNDATIONS**

**SKILLS:**

**IT SERVICE MANAGEMENT**

**SERVICE DELIVERY**

**IT GOVERNANCE**

**ITIL PROCESSES & QA**

**IT BUDGETING**

**IT MANAGEMENT**

**PEOPLE MANAGEMENT**

**SERVICE IMPROVEMENT**

**SERVICE DESK**

**IT SUPPORT**

**ACTIVE DIRECTORY**

**WINDOWS SERVER**

**DESKTOP SUPPORT**

**OFFICE 365**

**ITSM TOOL**

**LAN/WAN**

**CLOUD COMPUTING & Other IT related technologies.**

**LANGUAGES:**

**ENGLISH - R/W/S**

**FRENCH - R/W/S**

**TAMIL - R/W/S**

**HINDI - Speak**

**PERSONAL DETAILS:**

**D.O.B: 15-12-1985**

**MARITAL STATUS: MARRIED**

**A close up of a logo

Description automatically generatedIT SERVICE MANAGER**

 SHARJAH, UAE +971552494868

[IMRAN.IMSS@OUTLOOK.COM](mailto:IMRAN.IMSS@OUTLOOK.COM) INDIA

An ***ITSM*** Professional with solid experience of implementing ITIL processes & managing 24/7 ***IT Services*** & ***Technical Support Teams***. Highly competent and possess good Leadership & Management skills, motivational & performance-driven leader, skilled at building High-performing teams.

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**WORK EXPERIENCE (Total 12 Years)**

**APRIL 2019 – PRESENT: IT SERVICE/SERVICE DESK MANAGER**

**INFORMATION SYSTEMS ASSOCIATES (AIR ARABIA) – SHARJAH, UAE**

* Accountable for Overall ***IT SERVICE DELIVERY & Process Improvements***
* Manage ***IT Support, Service Desk & Application Support*** Teams.
* Implement ITIL Processes (Incident, Change, Request fulfillment,

Problem, Asset etc.)

* Implement & Monitor SLAs & OLAs, Configure & Administer ITSM Tool
* Sprint Planning & Scheduling of BUG Fixes through release

management.

* Provide ITSM reports & Statistics to improve the overall IT services

**MAY 2016 – MARCH 2019: IT SERVICE MANAGER**

**RIA FINANCIALS – KUALA LUMPUR, MALAYSIA**

* Lead & Manage **24/7 IT Support & Service Desk Teams**
* Accountable for efficient **IT Service Delivery & CSAT.**
* Project Lead to Implement ITSM using ITIL/ISO 20000 standards &

best practices

* Define SLAs, OLAs, KPI Metrics, Asset Management processes
* ITIL Evangelist for awareness and adoption of Industry best practices

& service Improvements.

* Accountable for Continuous Service Improvements of IT Services
* Manage & Present ITSM Reports to Top Management
* Identify & Recommend New Technologies & Cost-effective Solutions.

**APRIL 2011 – MAY 2016: SENIOR TEAM LEAD – OPERATIONS**

**GETRONICS SOLUTIONS: KUALA LUMPUR, MALAYSIA**

* Lead & Manage 24/7 IT Services/Technical Support and Implement ITIL Process
* Handle Incident, Problem, Request fulfillment, Major Incident
  + - management processes for Service Desk
    - Mentor & improve the Service Delivery to name the Service Desk as

the best performing team.

* Ensure all SLAs are adhered to the contractual Obligations by keeping the Team

Motivational level to the highest standards.

* Mange Short Term Projects assigned to meet key management objectives

**APRIL 2007 – DECEMBER 2009: SENIOR SYSTEMS ANALYST**

**AXA TECH: BANGALORE, INDIA**

SIMILAR ITSM Analyst Role.