**Ashish** **Mishra**

*Pune*, MH, *411028 | +918149356373*

*ashm1305@hotmail.com*

Objective

To secure a challenging IT Service Delivery Manager position in a customer-focused company where I can leverage my 12+ years of experience in managing cross-functional teams and driving operational excellence. I am eager to apply my interpersonal skills, technical knowledge, and problem-solving abilities to improve customer satisfaction, streamline service delivery processes, and optimize resource utilization.

My track record of success in delivering complex projects, such as the automation initiative that saved 10 FTE cost for a client in FY 2019-20, and my expertise in managing international Service Desk team and NOC operations make me a valuable asset to any organization seeking to enhance its service capabilities.

Amiable Service Delivery Manager ready to rapidly onboard new personnel and kick start new projects. Achieves rapid and exceptional completion metrics through careful utilization of available skills and technical assets. Assembles effective teams by exploiting complementary competencies and collaborative employee relationships.

**EXPERIENCE**

**IT Service Delivery Manager** Mar 2022 - Present

*Woodbridge Foam Pvt Ltd*

· Manage the staffing, SLAs, and knowledge building for the Service Desk, NOC, and SOC services.

· Develop technical documentation for the organization and manage Asset Management projects.

· Transition the Service Desk team from Manila, Philippines to India, Pune and set up the complete IT office in Pune from scratch.

· Oversee team knowledge transfer and the transition of telephony solutions.

· Hire and train a new team for the Service Desk associate role.

· Achieve cost savings by reducing 8 FTEs through the transition and managing the cost factor of the countries.

· Work with vendors such as Cisco, Kyndryl, etc., to set up and manage IT audits and licensing of assets.

· Handle all escalation and their RCA and lesson learned procedures.

· Create and develop processes based on ITIL and related to technical parts.

· Deliver the best services to over 2700 employees, including support related to IT infrastructure and security, as well as major parts of procurement and licenses for software servers, etc.

**Infrastructure MANAGEMENT LEAD** Sep 2020 - Mar 2022

*CompuCom CSI systems*

· Joined this position as an Infrastructure management Lead and responsible for handling a team of 35 people and working on three different clients.

· Handling an International complex NOC, and a team of 35 members, handling escalations, allocating day to day tasks depending on their skill sets. Providing 24\*7 support to the client managing resource for 24\*7 shift.

· Responsible for creating and updating the process document as per the ITILv4 process, which includes process updates, process upgrades, client discussions, client approval meetings.

· Took part of an initiative in CompuCom i.e., CompuCom SME which is a kind of intranet site used by the personnel about the troubleshooting issues releasing newsletter concerned with company's news and if there is any new technical news we want to publish for our colleagues.

· Working on Service Now and preparing for Service NOW CSA exam.

**Technical Lead** Sep 2019 - Sep 2020

*Infosys ltd*

· Handled team of 25 members in a NOC for a client which was an Australian bank which leads to a serious work environment as well as restriction with the process.

· Managed the end-to-end recruitment process for the resources for the process, responsible to answer all escalations, for all discussion and calls with the client monthly/weekly.

· Worked as a member of L2 technical team with which responsible for incident management, problem management and change management using tool named Service NOW.

· Assigning jobs & workloads to individual staff based on their ability.

· Implementing new initiatives and making sure all staff understand them.

· Giving prompt and accurate information/feedback on individual staff member performance.

· Making sure all tasks given to staff are done on time to the required standard.

· Performed roster which covers the required people for every month as per forecast.

· To Look into Overseas operations work, paying attention to areas in need of improvement and making notes of employees who needs attention.

· To Identify bottom quartile and arrange improvement sessions for them.

· To Maintain attrition and shrinkage control as per company policies.

· To Check quality of transactions and share feedback, action plan to team members accordingly

**Technical Lead** May 2017 - Aug 2019

*Infosys ltd; SPARK NZ, Telecom*

· Designated as Technical Lead for this project and handled a team of 8-members, responsible to manage the role of the team, their working and all kind of escalation, floating tasks, and KT for newcomers.

· Worked on the devices like Nokia 7750, M40 Juniper devices, etc.

· Worked on some new tools like NOKIA SAM 5620 Client used for configuring PE devices.

· Got training on CMNO (Cisco Meraki Network Operator).

**Technical process specialist** Apr 2015 - May 2017

*Infosys ltd; Telstra AU, PUNE*

**Network Engineer** Jan 2013 - Dec 2013

*Zealot IT Solutions (Now Known AS PRO INF), HYDERABAD.*

**SME** Jan 2011 - Dec 2012

*seed infotech, Solapur*

**EDUCATION**

**B. TECH (COMP. SCIENCE)** Jul 2010

*DR. A.P.J AKTU, LUCKNOW, UTTAR PRADESH, LUCKNOW*

**SKILLS**

**Expert in:** Team Building

**Intermediate in:** Vendor Management, Cost Management, ITIL

**LICENSES & CERTIFICATIONS**

**ITIL v4 Foundation** 2020

*Axelos*