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## Summary:

### **Title:**

Head of IT Service Delivery || Program Management || Service Delivery Director/Sr Manager

Having more than eleven years work experience in IT Industry and handled management Roles in IT department and Service delivery.

### **Objectives:**

Seeking a new challenge, utilizing my abilities developed through my experience and education with an opportunity for career growth based on my merit and to promote the growth of the organization.

### **Strengths:**

Positive attitude,  
Expertise in managing team  
Learning capabilities.

- Proficiency in leading both physical and virtual teams such as **IT Service Delivery** and Technical Team.
- Actively participates in development of new learning activities in **emerging delivery** techniques like: **Agile, Design Thinking**, Blockchain etc
- Working in a customer facing in a service based role
- Leading teams delivering services migrating to based on Cloud **Veeva, Azure & AWS**.
- Good ability to keep up to date with rapidly changing market trends
- Track record in managing **P&Ls** and financial forecasting
- **Salesforce ERP Consulting Professional Services** Enterprise Software **SaaS Implementation, Project Management** Best Practices Implementation Services Strategy.
- Experience of managing, **SAP, DevOps & Service delivery** teams and of Continuous Delivery.
- Assist account teams in proposal response, creation of SOW and client presentation
- Business responsive systems solutions including an ERP system.
- Expertise managing team US IT Recruitments and globally and manage at senior level.
- Expertise in people management and leadership.
- In-depth knowledge of **Escalation procedures, incident management**, and other disciplines related to **service delivery**
- Mastery of **ITIL** (Information Technology Infrastructure Library) principles
- Excellent customer facing/**customer service skills**.
- Interact with internal teams and **Stakeholders** to deliver the valuable service to client.
- Proficiency in leading both physical and virtual teams using **Veeva, Azure**.
- Able to manage **SLA**, priorities, tasks and time efficiently.
- Lead, manage and motivate subordinates to perform to their best potential and work
- As owner of the escalation process the **Service Delivery Manager** will take ownership of major incidents to ensuring coordination of resolving parties, effective communication to stakeholders and post incident review.
- Provide leadership and professional advice on IT matters to ensure the strategic objectives are supported with the right **IT strategy**.
- Monitor, control and support service delivery; ensuring systems, methodologies and procedures are in place and followed
- Supervise the potential implementation of a new **Salesforce ERP system**.
- Ensure adequate data security measures and disaster recovery plans are implemented.
- Supervise the planning and implementation of user training and technical support
- Solid **resource planning**, problem solving and **Stakeholder management** skills.
- Readiness to demonstrate a **proactive attitude**
- Deep understanding of projects to gain insights into the scope of **Service delivery**

## Technical Skills:

Windows & Linux/Technologies	<b>Salesforce ERP Consulting</b> , Professional Services, Enterprise Software <b>SaaS</b> Implementation and <b>Project Management</b> . Strong understanding of Windows Server 2008, 2012 R2, Active Directory, DNS, DHCP, Group Policy, RAID, Cisco Wi-Fi, Red hat Linux server 5.0 & 6.0, Azure, AWS., SAP
Operating Systems	Windows (XP, Vista, win 7, Win 8, Win 10 and Windows Server 2003, 2008, 2012, 2016), Red hat Linux
Protocols	TCP/IP Suite.
Mail software	Microsoft Outlook (2003, 2007, 2010, Office 365), Outlook Express and Windows Live mail.
Networking Technologies	Working with Active directory, Ethernet, DNS, DHCP.

## Professional experience

### 13.6 Years

- Working with Sharp Brains as an Sr **Manager - Service Delivery** from June 21 to till date.
- Worked with Connecting tomorrow IT as an Sr. **Service Delivery Manager** from Aug-20 to April-21.
- Worked with **AVASO Global Limited** Mohali as an **IT Service Delivery Manager** from 28<sup>th</sup> Nov 2018 to 31-July-2020
- Worked with **AL 1 Infotech** Mohali as an **Assistant Manager -IT Service Delivery** from Jan 2018 to Nov 2018.
- Worked with **Adhrit Technologies Pvt. Ltd.**, Panchkula, (Haryana) from 28 Nov. 2015 to 2<sup>nd</sup> Jan 2018 as a **Sr. Admin- IT Service Delivery**.
- Worked with **Ministry of Municipality & Rural Affairs, Abha (Saudi Arabia)** from February 2012 to August 2015. As an **IT Administrator**.
- Worked with **Allin Web Solutions, Vinod Nagar** (New Delhi) as an **IT Administrator** from Aug. 2008 to Feb 2010.
- Worked With (as a trainee) **Brillinfosystems Pvt. Ltd.**, Roorkee (Uttarakhand) as a **Network Engineer** from March 2008 to Aug. 2008.

## AVASO Technology Solution Pvt. Ltd. as an IT Service Delivery Manager

<b>Project</b>	US Clients Projects
<b>Jobs &amp; Responsibilities</b>	<ul style="list-style-type: none"> <li>▪ Managing Clients worldwide for <b>IT Service Delivery</b> and handling internal L2 and Help-desk team.</li> <li>▪ Managing different types of IT projects worldwide.</li> <li>▪ As owner of the escalation process the Service Delivery Manager will take ownership of major incidents to ensuring coordination of resolving parties, effective communication to stakeholders and post incident review.</li> <li>▪ Manage a volume business i.e. many deals in a given period. Fusion CRM internal tool is used to follow up opportunities</li> <li>▪ Provide leadership and professional advice on IT matters to ensure the strategic objectives are supported with the right IT strategy.</li> </ul>
<b>Description: AVASO Technology Solution Pvt. Ltd</b> - AVASO Pvt Ltd is big Organization of IT Service provider.	

AL1 InfoTech Pvt. Ltd. as an Assistant Manager - IT	
<b>Project</b>	US Clients Projects
<b>Jobs &amp; Responsibilities</b>	<ul style="list-style-type: none"> <li>Managed team with excellent leadership and people management skills.</li> <li>Develop and implement appropriate policies and procedures for the IT function that are consistent with industry best practices and the company's strategic objectives.</li> <li>Willingness to support and mentor junior staff.</li> <li>Managing Clients worldwide for <b>IT Service Delivery</b> and handling internal L2 and Help-desk team.</li> <li>Managing different types of IT projects worldwide.</li> <li>Managed all domain users and Group Policy management.</li> <li>Installing and updating Anti-virus software and patches on all desktop and Laptops.</li> <li>Supported US Clients by using remote tools like – log me in rescue, Citrix, Team Viewer, Ammyy Admin and Show my pc etc.</li> <li>Providing support for Microsoft Outlook 2007, 2010, Outlook Express.</li> </ul>
<b>Description: AL1 InfoTech Pvt. Ltd</b> AL1 InfoTech Pvt Ltd is big Organization and basically, it's a IT Service provider. It has Clients from US and Canada.	

Ministry of Municipality & Rural Affairs as IT Project Manager cum IT Admin.	
<b>Project</b>	Ministry Project
<b>Jobs &amp; Responsibilities</b>	<ul style="list-style-type: none"> <li>Managed IT Technical team of 6 people.</li> <li>Managing Clients worldwide for <b>IT Service Delivery</b> and handling internal L2 and Help-desk team.</li> <li>Managing different types of IT projects worldwide.</li> <li>Managed all domain users and <b>Group Policy management.</b></li> <li>Installing and updating Anti-virus software and patches on all desktop and Laptops.</li> <li>Purchase all hardware and software for organization and all branched as per the requirement</li> <li>Managed all domain users and Group Policy management.</li> <li>Installing, configuring Wi-Fi and managing printer, scanner in Windows XP, Vista, Windows 7 and Windows server 2012 R2 environment.</li> <li>Supported for Microsoft Outlook 2007, 2010, Outlook Express and Windows live mail.</li> </ul>

### Professional Credentials

**MCP** (Microsoft Certified professional), Microsoft Exchange Server 2003 and Red hat Linux industrial training.

**(JCHNP)** Jerking Certified Hardware & Networking Professional Diploma from Jetking Meerut Centre (Contains A+, N+, CCNA, MCSE and RHCE) in year 2008.

### Academic Credentials

#### Degree

#### Year

#### Board/University

**MBA –(IT) [Master’s Degree]**

2012

The Global Open University (Nagaland)

**BA [Bachelor’s degree]**

2010

CCS University Meerut. (UP)

**12<sup>th</sup>**

2006

UP Board Allahabad

**10<sup>th</sup>**

2004

UP Board Allahabad

### Strengths

- Ability to adapt to new technologies & environment quickly.
- Quick learning capability.
- Ability to manage a team and coordinate effectively in a team.
- Positive Attitude.

### Personal Information:

**Name**

Sameer Sher khan

**Father’s Name**

Ahmed Hasan

**Date of Birth**

1<sup>st</sup> Jan 1990

**Languages Known**

Hindi, English, Arabic, Urdu, Sanskrit, Punjabi

**Passport No: -**

**Marital Status**

Single

**Current Address**

Manimajra, Chandigarh, India

**Permanent Address**

Husainia colony, Bazheri Road, Sarwat, Muzaffarnagar, U.P. INDIA.