



SHAAN HUSSAIN

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"To be accountable and ensure superior service in the arena of Global IT Management and Operations; ensuring excellence in Service Stability, Efficiency, Risk management, Key Control Standards; and driving People Engagement."

IT SERVICE DELIVERY MANAGEMENT PROFESSIONAL

CAREER SUMMARY

A versatile Service Delivery Manager with over 14 years of diverse experience in ITES, ITSM, maintaining a multi-platform, multi-vendor, multi-stakeholder & multi-location computing infrastructure entailing incident, problem, escalation, availability & continuity management in a 24*7 IT environment. Demonstrable ability to influence IT Strategy and translate strategic service aspirations into reality, delivering major operational benefits.

- Accomplished at positively impacting organisations and sustaining competitive edge by using extensive knowledge of Service Delivery and business process transformation
- Strong in Customer Relationship Management and in managing large 24*7*365 teams; Exceptional linguistic skills in English & Arabic and People Management skills with expertise in providing all aspects of end-user support and IT assets inventory within the defined territory.

CORE COMPETENCIES

IT Service Management	Vendor Management	Risk management	IT Infrastructure Management
Service Delivery Excellence	Operations management	Team Management	Implementation and support

PROFESSIONAL SNAPSHOT

AMERICAN EXPRESS GLOBAL BUSINESS TRAVEL

BANGALORE, INDIA	SERVICE DELIVERY MANAGER – EUC APAC	NOVEMEBER 2018 – TILL DATE
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- # Manage overall performance of the Service Delivery Process ensuring timely delivery of services to the specified quality, monitoring business performance against defined SLA's throughout the delivery life-cycle.
- # Manage service level agreement (SLA) metrics for various multi-million dollar infrastructure support contracts and lead teams to improve performance by establishing weekly internal and client-facing status and issue meetings on a team-by-team basis, as required
- # Provide hands-on project management leadership during the analysis, design, development, testing, implementation and post-implementation phases of new customer environments.
- # Serve in as an internal consultant role within the technology and business groups tasked with re-engineering technical processes to drive increased efficiency.
- # Manage capital expenditures and related expense budgets. Work with IT Finance and vendors to ensure architected technologies are procured following Belk sourcing processes and procedures in a coordinated and timely fashion
- # Interface and enhance relationships with key stakeholders to continually develop process and workflow.
- # Oversee day-to-day implementation and operational aspects of the client relationship and develop strategy needed to achieve agreed-upon service levels
- # Managing and guiding a team of onsite/offshore resources in their day to day support (incident/problem) and change/release management activities Providing technical solutions to the issues faced by the support team

IDP EDUCATION LTD

CHENNAI, INDIA

SERVICE DESK SENIOR ANALYST

Sep 2017 – Oct 2018

ACCOUNTABILITIES

- ✦ Primary responsibility includes managing service desk, incident management and problem management of service management issues with a team size of 12.
- ✦ Maintained day today responsibility for the ownership and resolution (including any referral or escalation as may be necessary) of Service Management issues.
- ✦ Ensured team members handle, response, prioritise support tickets correctly in a timely and professional manner, and maintenance effectively, and provide out-of-hours support
- ✦ Developed and implemented robust processes to ensure that a high quality service is provided both to customers and internally
- ✦ Took ownership of the ticketing system, implemented changes and improvements as needed to ensure full visibility and timely fulfilment of service requests.
- ✦ Used ITIL Continual Service Improvement initiatives to design, implement and optimise support processes in conjunction with other internal teams
- ✦ Assessed, improved and managed Support/Service operation tools to drive efficiency and uplift customer and staff happiness

GULF INTERNATIONAL BANK

JEDDAH, KSA

SERVICE DESK TEAM LEAD

May 2014–February 2017

ACCOUNTABILITIES

- ✦ Lead a team of 6 resources for IT service management and delivery and individually supporting 100 end users.
- ✦ Design work flows for improving systems and processes to ensure the SLAs and Metrics are met.
- ✦ Manage the communication and resolution of parent tickets and monitored daily queue tickets.
- ✦ Responsible for Incident Management based on tickets raised by the Helpdesk and prioritizing the incident in terms of their severity.
- ✦ Manage and resolve escalations promptly and rendered technical support to end-users.
- ✦ Document and track the status of inquiries, coordinate appropriate responses and follow up to ensure end-user satisfaction
- ✦ Creation and deployment of images using Acronis Backup and Smart Deploy.
- ✦ Managed incidents on HP QC; monitored data backups & disaster recovery operations; assisted staffs for BYOD (Bring Your Own Device)and manage stakeholders.
- ✦ Responsible for IT Procurement, On-boarding and Off-boarding of employees, Vendor Management and IT Assets & Spares Management.

PREVIOUS COMMITMENTS

- **PROTIVITI MEMBER FIRM , KUWAIT, BAHRAIN | ONSITE SUPPORT SERVICES LEAD** | (April 2012 – April 2014)
- **AL DHAHRY GROUP, KSA | SYSTEM SUPPORT ENGINEER** | (August 2010 – March 2012)
- **FEDORA TECHNOLOGIES, INDIA | PC SUPPORT ENGINEER** | (September 2008 – July 2010)
- **CYBER GACE SYSTEMS, INDIA | IT HELPDESK** | (June 2007 – August 2008)

SCHOLASTIC

- ✦ Bachelor of Technology in Computer Science and Engineering from Calicut University in 2006
- ✦ ITIL V3 Foundation Certified | Microsoft Certified IT Professional (MCITP)
- ✦ Microsoft Certified Systems Engineer (MCSE) | Cisco Certified Network Associate (CCNA)

PERSONAL PROFILE

Date of Birth : 12th October 1983 | **Languages Known** : English, Malayalam, Hindi & Arabic