

Rahul Khanna

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Energetic and self-motivated Senior IT Professional with 20+ years of IT experience and success in driving IT operational growth including 14+ years of international exposure (USA & UK), leading start-up and turnaround efforts and maximizing business opportunities across various verticals.

SKILL SET	PROFILE SNAPSHOT
Service Delivery Management	<ul style="list-style-type: none">• 20+ years of experience in Service Delivery Management and ITIL Management• Expertise in managing onsite- support engagement with ITIL Framework• Enterprising leader with a strong record of contributions that invigorated businesses and enhanced internal controls• Digital Transformation leader driving automation and digital capability initiatives including but not limited to IT Operational Analytics dashboards and Self-healing• Skilled in managing entire engagement including negotiation with clients as per SLAs and balancing work distribution to meet deliverables as per quality & time norms• Expertise in steering the successful rollout of complete ITIL life cycle involving defining scope, setting timelines, analysing requirements, identifying dependencies and evaluating risks & issues as per budgets• Directing cross-functional & cultural teams using interactive & motivational leadership; acknowledged for coaching, guiding & mentoring team members to achieve resource wise productivity & optimization. Excellent people management.• A forward-thinking person with strong communication, analytical & organizational skills; well organized with a track record that demonstrates self-motivation & creativity to achieve corporate & personal goals
ITIL Management	
Project Management	
Incident Management	
Problem Management	
Change Management	
Agile Management	
Client Management	
Resource Planning	
SLA Management	
Requirement Gathering	
Team Management	
People Management	

ORGANIZATIONAL EXPERIENCE

Employed with Mindtree (Current)

Designation - Associate Director- IT Delivery Management

Location – Pune, Maharashtra, India

- ✚ **Manage Program Delivery:** Leading and Managing strategic Engineering Application Development and Maintenance portfolio with IT and business stakeholders across Consumer Channel Sales & Marketing business and Application Modernization. Application Portfolio includes Microsoft CRM dynamics, Microsoft Power app. Microsoft Power Portal, Azure Cloud, .Net, MS SharePoint etc. Infrastructure portfolio includes Infrastructure Operations, Cross Functional Services, Security Operations and Workplace Operations.
- ✚ **Account Growth/Commercial Negotiations:** Responsible to drive commercial negotiations with customer stakeholders on Statement of work & Service level credits. Responsible to decide on the pricing for the customer opportunity and contract for portfolio. Also, responsible to discuss and finalize the terms of project engagement and contract with the customer.
- ✚ **Establishing service level agreements** with business units & IT stakeholders; evaluating risk, cost, resource requirements & schedules associated with projects and submitting the effective delivery opinions
- ✚ **Identifying & monitoring monthly metrics & KPIs,** ensuring the adherence to operational standards and consistently applying them; developing & monitoring escalation processes to ensure that SLAs are achieved
- ✚ **Periodic Performance Reviews with various IT stakeholders:** Responsible for periodic (Weekly, Monthly and Quarterly) reviews with various Senior Client leadership to ensure engagements are running as per plan, document the concerns, if any and plan for mitigation. Also, responsible to establish customer satisfaction and continuous service improvement initiatives to improve productivity and deliver economies of scale.

- ✚ **Risk identification and mitigation planning:** Responsible for prioritizing the initiatives, changes with customer IT and Business stakeholders, plan for implementation, plan for necessary resources, identify potential risks and plan for mitigation, follow-up with concerned stakeholders for sign-off and supervise the lead managers executing the engagements.
- ✚ **Financial Planning/Budgeting/Management:** Manage the IT budget for the portfolio and responsible for estimations for new projects and overall annual program revenue planning. Negotiate with the customer on Service level penalty waivers as applicable. Also, work with the Organization finance team to ensure the invoice/revenue collection for the account are set up.
- ✚ **Digital Transformation** – Responsible to lead and drive digital transformation initiatives for Organization to improve Cost of Delivery, Revenue and automation of manual activities leading to Incident reduction and Continuous Service Improvement Initiatives.
- ✚ **Drive People Processes as per standards.** Responsible to approve new hire recruitment
- ✚ **Accountable for internal and external project audits:** Responsible for internal/ external Quality or Finance audits for the program. Also, responsible to ensure all quality/ legal and finance norms are followed as per organization norms and drive the team to address noncompliance, if any.

Previous Organization – Wipro Limited (February 2004 – July 2021)

Wipro Limited – Pune, India

Role - Senior Delivery Manager

Vertical – Consumer

Clients– Firmenich Inc.

Wipro Limited - United States of America

Role - Onsite Program Manager

Vertical – Consumer

Clients– Kao Inc.

Wipro Limited – Pune, India

Role – Delivery Manager

Vertical – Consumer

Client: Levis

Wipro Limited - United States of America

Role - Onsite Program Manager

Vertical – Manufacturing

Clients– Lexmark, Best Buy, Hospira, IHG

Wipro Limited – United Kingdom

Role - Onsite Service Delivery Manager

Vertical – Banking and Financial

Client - Lloyds Banking Group

Wipro Limited – Bangalore, India

Role - Service Delivery Manager

Vertical – Banking and Financial

Client – Lloyds Banking Group

Wipro Limited - United States of America

Role - Onsite Program Manager

Vertical – Banking and Financial

Client: Capital One Inc.

Wipro Limited - United States of America

Role - Onsite Program Manager

Vertical – Manufacturing

Client: Lexmark International

Wipro Limited – Kolkata, India

Role – Senior Project Manager

PREVIOUS EXPERIENCE

NIIT Limited (2002 – 2004)

System Associate - Imparted software technical training to various professional and corporate batches. Maintained hardware and software of the institution - System administration and Troubleshooting of Windows 2000 servers, Exchange 2000 Enterprise servers, client operating system including Active Directory Services, DNS, DHCP, IIS 5.0, users mailboxes and incremental & full backup. Migrated and consolidated 4 Windows NT 4.0 Domain into a single Active Directory Win 2000 domain.



ACADEMIC DETAILS

Master's in computer science from MD University, India

Post Graduate Diploma in Information Technology from Manipal Academy of Higher Education, India,

Post Graduate Diploma in Business Administration (Marketing) from Symbiosis, India

CERTIFICATIONS

-  Microsoft Certified Solution Developer
-  Microsoft Certified Application Developer

PERSONAL DETAILS

Date of Birth: 16th October 1978
Languages Known: English, Hindi
Passport Details: L1844356 (Valid Up to: 25.07.2023)