

KANISHKAR NEELAKANTAN

SERVICE DELIVERY MANAGER

A result-oriented professional with **over 14 years** of experience, targeting opportunities in **Service Delivery Manager/Program Manager/Delivery Manager / SCRUM Master** with an organization of high reputation to implement the acquired experiences and skills to keep growing in the **IT industry**

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Profile Summary

- Hands-on experience in **assessing businesses to identify the improvement opportunities** and achieving process improvement with the help of tools such as **Lean Six Sigma and Data Analytics**
- **End-to-end Project Management** skills coupled with strong domain & technology expertise and key integration skills, including Multi-Vendor Coordination, KPI Management, Risk Management, Variance Analysis, User Training and Enrichment
- Participated and **worked in different phases of project implementation** like feasibility study, system analysis, design, development, unit testing, integration, regression testing, negative testing, high volume testing and user training and so on
- Identifying customer needs and overseeing service delivery within the business context
- Leading the service delivery team, managing conflict, and ensuring the team's processes and tasks are carried out efficiently
- Assessing customer feedback and using your creativity to establish, improve, and refine services
- Strong exposure in **Master Data Management** and gained configuration experience in purchasing, inventory management and account determination
- Hands-on cyber project experience (OAM, 365, SPLUNK, venafi, Safe net)
- served as an SDM at the UK client site, gaining customer exposure in 2019 to 2021
- Proficient in **Document Management Tool** 'documentum' used for documenting functional spec, configuration spec and test script result and so on
- Handled multiple project delivery end to end in Agile Scrum culture way, Played Scrum Master role and conducted all agile ceremony
- Hands-on Data warehousing and insights project in AWS which works with snowflake



Core Competencies

Project Management | AWS S3 | Risk Analysis & Mitigation Planning | Requirement Gathering | Service Delivery Management | Scrum Master | Procurement/Logistics | Material Management | Technical Documentation | Implementation/Rollout/Support Projects | Business Transformation | Client & Stakeholder Management | Team Building & Leadership



Work Experience

Since Oct'08 with TCS, Chennai

Growth Path:

Oct'08 – Jun'12 as Developer

Jun'12 – Sep'13 as Technical Lead

Oct'13 – Jun'17 as Project Manager / Scrum master

Jun'17 – Apr '22 as Service Delivery Manager

Since May22 as Service Delivery Manager & Scrum master

As Service Delivery Manager

Key Result Areas:

- Administering day-to-day activity and provide direction to team members and supporting organizations
- Managing Quality management activities, Operational activities as well as participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork
- Monitoring built successful project plans covering objectives, resources and staffing to meet schedules
- Supervising Customer Engagement Management, Delivery Management, Resource Management, Project Management, Scrum master and so on...

As Project Manager

- Executing incident management process reviews to ensure efficient and effective workflow and to effect improvements in response time and resolution
- Monitoring change management, 24 X 7 support major incident management
- Executed projects, managed costs, and monitored performance
- Enhanced operational methods, oversaw accounting procedures, tracked information and compiled data to improve efficiency
- Removed discrepancies in progress by reviewing performance, spend and timeline
- Attained project deadlines by coordinating with contractors to manage performance
- Handled multiple project delivery end to end in Agile Scrum culture way



Education

- Master of Science in Information Technology from College of Engineering – Anna University, Chennai in 2008

Certifications

- AWS S3
- Transcend – Program Management
- PSM 1 & PSM 2 in 2022
- Prince 2 in 2016
- Transcend – Delivery Management in 2017
- IBM – SOA Certification in 2015
- NCFM – NSE – Beginners module Certification in 2009
- ITIL 2011 Certification



Personal Details

Date of Birth: 14th October 1985

Languages Known: English, Tamil

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