

RAMNEEK SHARMA

Head of IT / IT Manager

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EXECUTIVE SUMMARY

Head of IT and senior technology leader with 27 years spanning service delivery, operations, infrastructure, cloud and PMO across government, defence, utilities, telecom, banking and insurance. Sets technology strategy and operating models while governing ITIL service delivery, complex program delivery and financial performance, with a track record of efficiency gains, revenue growth and service uplift.

CORE COMPETENCIES

IT Strategy & Roadmaps | Technology Operations | Service Delivery & ITIL | Infrastructure & Cloud | Transformation | Vendor & Contract Management | Budget & P&L | Governance & Risk | Team Leadership | Security & Compliance | Stakeholder Engagement | PMO & Delivery

CAREER HIGHLIGHTS

- Influenced \$50M+ in technology delivery and managed-services value across 27 years and 7 industries (Government, Defence, Utilities, Telecom, Banking, Insurance, IT Managed Services).
- Secured \$1.2M in new revenue and a 15% delivery-efficiency gain across IBM government and enterprise accounts.
- Hold PMP, PRINCE2, ITIL, AWS and Azure certifications with a current Baseline security clearance (AGSVA).

PROFESSIONAL EXPERIENCE

Independent Consultant | Averro Technologies (AdvIT Pty Ltd)

Melbourne, Australia | Jan 2025 - Present

- Architected a scalable 24x7 managed-services framework for Amazon Connect, improving service readiness 30% through service models, responsibility matrices and operational runbooks.
- Optimised PMO and project financial controls for multi-industry clients, lifting financial-tracking accuracy 25% by embedding best-practice governance and reporting.

Service Delivery Manager, Delivery Project Executive & PMO | IBM Australia

Melbourne, Australia | Sep 2021 - Nov 2024

- Directed ITIL-based service delivery for a government account on the MAXIMO Enterprise Asset Management suite, achieving 98% SLA adherence across incident, problem, change and request management.
- Modernised the enterprise service catalogue, accelerating service-request fulfilment 40% by re-engineering request and fulfilment processes.
- Reduced repeat incidents 30% by leading root-cause analysis and proactive problem management across vendors and internal teams.
- Increased delivery efficiency 15% and secured \$1.2M in additional revenue via a contract extension, strengthening stakeholder engagement and forecasting accuracy.
- Improved project financial-tracking accuracy 20% and achieved 100% Data Security and Privacy compliance by deploying new budgeting and control tooling (IPPF).

- Cut overdue Defence ERP program dependencies 34% (32 to 21) in eight weeks by re-engineering reporting and integrating IMS and EPMS.

IT Infrastructure & Cloud Consultant | Independent IT Consultant

Australia | Mar 2016 - Sep 2021

- Delivered data-centre transformation, migration and virtualisation programs, sustaining 99.9% service availability through cross-technology troubleshooting and P1 incident resolution.
- Designed a cost-efficient Open Compute (OCP) cloud infrastructure proof of concept for Telstra, adopted into a Canberra hyperscale data centre.

Manager, Services | Nokia Networks and Atos

India | Jan 2011 - Dec 2015

- Led a global team of solution architects and integration specialists, lifting customer satisfaction to 95% within six months by optimising L1 and L2 performance and SLA management.
- Standardised the global delivery centre IT environment and connectivity model, improving stability and business continuity.

Project Manager, Project Lead & Senior Network Engineer | IBM India, Birlasoft, CSC, Microland, Allied Digital

India | Prior to 2011

- Built a 27-year foundation in IT delivery, infrastructure and service management across enterprise and telecom clients.

TECHNICAL SKILLS

Leadership & Strategy: Technology strategy & roadmaps, IT operating models, service & operations leadership, transformation, P&L / budget, vendor management

Service & Delivery: ITIL service management, service delivery & operations, PMO, project & program delivery, governance & risk

Cloud & Technical: Microsoft Azure, AWS, hybrid cloud, Kubernetes, IaC, data-centre transformation, end-user computing, MAXIMO ITSM

Methodologies & Tools: PMP, PRINCE2, Agile, Hybrid, Waterfall, DevOps | Jira, Confluence, MS Project, ServiceNow

CERTIFICATIONS

PMP | PRINCE2 Practitioner & Agile | ITIL Foundation (v3) | AWS Certified Cloud Practitioner | Microsoft Azure Fundamentals | Baseline Security Clearance (AGSVA)

EDUCATION

Bachelor of Science, Kurukshetra University, India | Languages: English, Hindi, Punjabi