

# RAMNEEK SHARMA

## IT Service Delivery Manager

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### EXECUTIVE SUMMARY

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ITIL-aligned IT Service Delivery Manager with 27 years governing critical enterprise and government services. Drives service-quality uplift, SLA and governance reporting, ITSM operations and multi-vendor coordination across service desk, end-user computing and the MAXIMO suite. Consistently modernises service catalogues, reduces repeat incidents and aligns service delivery to business strategy.

### CORE COMPETENCIES

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ITIL Service Management | ITSM Operations | Incident, Problem & Change | Service Catalogue | SLA & KPI Governance | Root Cause Analysis | Vendor Management | Service Desk & End-User Computing | Continuous Service Improvement | Escalation Management | Stakeholder Engagement | MAXIMO EAM | PMO Governance

### CAREER HIGHLIGHTS

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- 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

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#### 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**

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**Service Management:** ITIL v3, ITSM, incident / problem / change / request, service catalogue, SLA & KPI dashboards, RCA / PIR, MAXIMO EAM

**Cloud & Technical:** AWS, Microsoft Azure, hybrid cloud, Amazon Connect, Intune, SCCM, Active Directory, Exchange

**Delivery & PMO:** Service delivery, project delivery, PMO, financial tracking & forecasting (IPPF), risk & dependency management

**Methodologies & Tools:** Agile, Hybrid, Waterfall, Scrum, DevOps, CI/CD | Jira, Confluence, ServiceNow, EPMS, IMS, MS Project

## **CERTIFICATIONS**

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

## **EDUCATION**

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