

CHANDRAJEET SINGH

SERVICE DELIVERY MANAGER
IT SERVICE DESK OPERATIONS
COGNIZANT TECHNOLOGY SOLUTIONS

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OBJECTIVE

Seeking dynamic and progressive development environment, where I can use my knowledge and experience. On the look out for a position, which offers adequate scope to utilize and improve my knowledge, skills & experience in ITIL and IT Service Delivery and contribute towards achieving the visions and goals towards the overall success of the organization.

EDUCATION QUALIFICATIONS

- MCA, GH Raisonni Institute of IT, Nagpur, Computer Applications (2003)
- B.SC (COMPUTER SCIENCE), Sardar Patel College, Secunderabad, Computer Science (2000)
- INTERMEDIATE, Ratna Junior College, Hyderabad, Maths, Physics & Chemistry (1997)
- XTH CLASS, D.A.V Public School, Hyderabad (1995)

Other QUALIFICATIONS

- Diploma in Software Technology, CMC Limited
- Certification Diploma in Database Technology, CMC Limited
- Certification Diploma in Information Technology, CMC Limited
- Essential Diploma for Graduate Engineers, CMC Limited

SOFTWARE SKILLS

- OPERATION SYSTEM : Unix 5.0, Windows 9x/2000/Me/XP, MS DOS
- DBMS : SQL, MS Access
- TOOLS : MS Visual Studio 97, Visual Source Safe
- LANGUAGES : C/C++, Java, PL/SQL
- GUI : VB

PROFESSIONAL ACHIEVEMENTS

- Certificate of recognition from Sr. Vice President & Business Leader of IT Services & Software COE for Implementing and driving IT Service Management across Genpact IT Services, India to accomplish ISO/IEC 20000: 2005 Certification for the Organization (2009).
- Awarded as “Gold Manager of the Quarter” for Q3 2017
- Awarded as “FLM of the Quarter” for Q2 2011, 2012.
- Awarded as “Best SME/SPOC” for Q1 2012.
- Awarded as “Best Management Trainee” for Q3 2008.
- “Peer to Peer” award in the year 2007, 2008 and 2011.
- Lean Certification award
- Six Sigma Green Belt Trained and Tested.
- ITIL V3F Certified

PROFESSIONAL EXPERIENCE

Cognizant Technology Solutions, Hyderabad, TS (Apr 2022 – till date)

Designations: Service Delivery Manager – IT Service Desk Operations, Cognizant Technology Solutions

Responsibilities:

- Service Delivery Manager for two different Retail Service Desk accounts in Cognizant.
- Leading a team of about 40 & 120 Service Desk Analyst in the respective accounts to provide day to day IT support services and governance.

LogIT One Technologies Pvt Ltd, Hyderabad, TS (Sep 2021 – Mar 2022)

Designations: Manager – IT Operations, LogIT One Technologies Pvt Ltd

Genpact, Hyderabad, TS (Oct 2015 – Sep 2005)

Designations: Manager – IT Operations, Genpact (SYF ITIL IRC Service Desk) (Oct 2015 – Sep 2021)

Designations: Assistant Manager – IT Operations, Genpact (OneGE Helpdesk/Service Desk) (Oct 2010 – Sep 2015)

Designations: Management Trainee, Genpact (GE Money Americas) (Oct 2006 – Sep 2010)

Designations: Technical Support Specialist, Genpact (GE Money Americas) (Oct 2005 – Sep 2006)

Designations: Technical Support Analyst, Genpact (GE Money Americas) (Aug 2004 – Sep 2005)