CHANDRAJEET SINGH

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

CONTACT

📞 +91 9885566594

✉️ Singh.Chandrajeet@gmail.com

🏠 H.No: 8-7-171/4, Rd No. 1, Raja Reddy Colony, Old Bowenpally, Secunderabad, Telangana State (500011)

EDUCATION QUALIFICATIONS

- MCA, GH Raisoni 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)

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

ACADEMIC ACHIEVEMENTS

ACADEMIC
- Awarded prizes at school and college level in extra curricular activities

EXTRA CO-CURRICULAR
- Participated in inter college games competition.
- o Member in Genpact Cricket team.

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.

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.
- Responsible for SLA management in both the premier Retail accounts.
- Monitoring Automation risk and mitigating the same with Alternate solutions.
- Maintaining high performance levels for service-related processes and implementing improvement activities wherever necessary.
- Ensuring that systems, procedures, and methodologies are in place to support outstanding service delivery.
- Taking accountability for service delivery performance, meeting customer expectations, and driving future demand.
- Providing accurate and regular reports to the management on performance of the service delivery.
- Proficiency in leading both physical and virtual teams.
- Train employees on security risks and good data protection practices.
- Providing overall Security in terms of Critical Infrastructure Security, Application Security, Network Security, Cloud Security.
- Monthly one-on-one sessions with staff and counseling them on possible career plans and to acquire the required skills.
- Responsible for Line Interviews and feedback for helping the Hiring team select appropriate resources in Service Desk Operations.
- Any other Additional Organizational responsibilities.

LogIT One Technologies Pvt Ltd, Hyderabad, TS (Sep 2021 – Mar 2022)
Designations: Manager – IT Operations, LogIT One Technologies Pvt Ltd
Responsibilities:
- Handling IT Asset Management and Inventory Control.
- Leading a team of 5-7 Data Analysts/Specialist to provide day to day support services.
- Identify and Manage IT Vulnerabilities.
- Automating risk mitigation and patch management.
- Keep tab on potential threats, software installs and encryption, and reports breaches or weak spots.
- Managing employee access systems; Managing security architecture
- Train employees on security risks and good data protection practices.
- Preparing the OnCall Rotation Schedules for both Data Analytics team and Infrastructure team.
- Providing overall Security in terms of Critical Infrastructure Security, Application Security, Network Security, Cloud Security.
- Monthly one-on-one sessions with staff and counseling them on possible career plans and to acquire the required skills.
- Responsible for Line Interviews and feedback for helping the Hiring team select appropriate resources in Operations.
- Any other Additional Organizational responsibilities.

Genpact, Hyderabad, TS (Oct 2015 – Sep 2021)
Desigantions: Manager – IT Operations, Genpact (SYF ITIL IRC Service Desk)
Responsibilities:
- Complete service delivery responsibility SYF ITIL IRC Service Desk account.
- Leading a team of 20 Technical Support Analysts/Specialist to provide ITIL MIM services.
- SME and Offshore Service Delivery Manager/Review Board for the SYF account.
- Service Improvements, Design & Implementation: Improving and simplifying Standard operating procedures, Dynamic shift manning to improve call statistics, designed processes, technical transitions to improve problem solving abilities and escalation procedures for improving wing2wing performance.
- Ensuring all CTQ's and CTP's according to the SOW with the Client are met.
- Responsible for regular CMP (Common Minimum Practice) Audits and report out. Which covers Best Practice Sharing and Service Delivery Fundamentals.
- Preparing RCCA's using Six Sigma Quality tools to be presented to the Client for any Metric miss.
- Attending Assurance Visits and Audits as planned by the client on Quarterly and Yearly basis to represent Genpact ITO.
- Monthly one-on-one sessions with staff and counseling them on possible career opportunities and plan to acquire the required skills.
- Responsible for Line Interviews and feedback for helping the Hiring team select appropriate resources.
- Any other Additional Organizational responsibilities.
- Instrumental contribution in driving IT Service Management across Genpact IT Services, India. Also, member of yearly surveillance audits for ISO 20000 standards.

Genpact, Hyderabad, TS (Oct 2010 – Sep 2015)
Desigantions: Assistant Manager – IT Operations, Genpact (OneGE Helpdesk/Service Desk)
Responsibilities:

- Complete service delivery responsibility OneGE Helpdesk/Service Desk account.
- Leading a team of 230 Technical Support Analysts/Specialist to provide world-class IT helpdesk support
- services.
- SME and Offshore Service Delivery Manager/Review Board for the GE Retail Finance Business account.
- Driving OpEx & E2E Metrics through daily and weekly dashboards initiated across the floor.
- Helpdesk Service Improvements, Design & Implementation: Improving and simplifying Standard operating procedures, Dynamic shift manning to improve call statistics, designed processes, technical transitions to improve problem solving abilities and escalation procedures for improving wing2wing performance.
- Ensuring all CTQ's and CTP's according to the SOW with the Client are met.
- Training New Hires as applicable.
- Responsible for regular CMP (Common Minimum Practice) Audits and report out. Which covers Best Practice Sharing and Service Delivery Fundamentals.
- Floor Warden for the entire IT service floor at Genpact and also responsible for EHS (Employee Health and Safety).
- Preparing RCCA's using Six Sigma Quality tools to be presented to the Client for any Metric miss.
- Monthly one-on-one sessions with staff and counseling them on possible career opportunities and plan to acquire the required skills.
- Responsible for Line Interviews and feedback for helping the Hiring team select appropriate resources.
- Any other Additional Organizational responsibilities.
- Instrumental contribution in driving IT Service Management across Genpact IT Services, India. Also, member of yearly surveillance audits for ISO 20000 standards.

Genpact, Hyderabad, TS (Oct 2006 – Sep 2010)
Desigantions: Management Trainee, Genpact (GE Money Americas)
Responsibilities:

- Complete service delivery responsibility GE Money Americas Helpdesk account.
- Leading a team of 42 Technical Support Analysts/Specialist to provide world-class IT helpdesk support services.
- Driving OpEx & E2E Metrics through daily and weekly dashboards initiated across the floor.
- Helpdesk Service Improvements, Design & Implementation: Improving and simplifying Standard operating procedures, Dynamic shift manning to improve call statistics, Designed processes, technical transitions to improve problem solving abilities and escalation procedures for improving wing2wing performance.
- Ensuring all CTQ's and CTP's according to the SOW with the Client are met.
- Training New Hires.
- Conducting regular BCP/DRP tests and invoking BCP/DRP whenever applicable.
- Preparing RCCA's using Six Sigma Quality tools to be presented to the Client for any Metric miss.
- Monthly one-on-one sessions with staff and counseling them on possible career opportunities and plan to acquire the required skills.
- Any other Additional Organizational responsibilities.
- Instrumental contribution in driving IT Service Management across Genpact IT Services, India.

Genpact, Hyderabad, TS (Oct 2005 – Sep 2006)
Desigantions: Technical Support Specialist, Genpact (GE Money Americas)
Responsibilities:

- Diagnose and resolve technical support issues for new and existing customers.
- Report solutions and best practices back to customer.
- Maintain accurate and complete record of support activities within company's customer ticketing system.
- Ensure continuous monitoring of customer tickets so that they are resolved according to customer service level agreement timelines.
- Work closely with development teams to diagnose bugs and provide workarounds to customers.
- Escalate customer issues appropriately within Support groups and/or to Engineering.
- Excellent time management skills, organizational skills, problem solving and crisis management skills.
- IT SPOC for the process, maintaining the system information and making sure all the PC's are up and running with all required software's. Also, making sure that the staff is 100% compliant on Data Privacy, Data Classification & other GE GDC policies and certifications.
- Excellent communication and writing skills.
- Responsible for Mentoring, handling escalation calls and other support personnel.
- Responsible for Training new hires.
- Responsible for setting up a new Incident response center desk for handling critical customer issues on priority.
- Any other Additional responsibilities.

Genpact, Hyderabad, TS (Aug 2004 – Sep 2005)
Desigantions: Technical Support Analyst, Genpact (GE Money Americas)
Responsibilities:

- Providing 1st level technical support to customers.
- Experience in Trouble shooting web browsers and security settings.
- Excellent communication and writing skills
- Responsible for providing software, hardware & mainframe support for employees of GE Money Americas.
- Done account Management for domain, VPN and Citrix Terminal Server.
- Responsible for Mentoring, handling escalation calls and other support personnel.

STRENGTHS

- Strong team builder and team leader in a service environment.
- Excellent ability to communicate effectively with both customers and staff.
- Proven ability to manage a complex business in a multi-tasking environment.
- Highly organized, with superior problem-solving and analytical abilities.

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