

# Service Delivery Manager

Abraham Lincoln

City, State  
000-000-0000  
email@email.com

Work Experience

Education

Skills

## Summary

- Strategic Planner & Visionary with a flair for adopting modern project execution methodologies in compliance with pre-defined standards.
- Diligent in providing technology vision and publishing technology business plans in support of corporate objectives to grow revenue base and improve margins.
- Excellence in Conceptualizing the business vision and translating them into business goals; established practices in order to deliver innovative solutions to complex business problems.
- An excellent communicator with a honed relationship, leadership, planning, coordination and analytical skills with the capability to view the larger picture, taking business-critical decisions from the front to attain business/operational excellence/improvement.
- Worked on Full Life Cycle and managed the release process for multiple releases.
- Practiced in Portfolio/Program Management including initial planning and scoping, scheduling, implementing and deliver programs within time/Quality.
- Recognized as a builder and leader of high-performance teams by engendering a culture of trust and collaboration and valuing ongoing training and development to build skills and professionalism.
- Exemplary interpersonal, leadership, communication, and presentation skills.

## Core Competencies

- Project Management
- Program Development
- Continuous Improvement
- Supply Chain Management
- National/Global Operations
- New Business Development
- New Product Development
- Transition/Change Management
- Strategic Partnership Relations
- Strategic Transformations Lead
- Business Process Reengineering

## Technology

- **Microsoft Office Suite:** Word, Excel, Access, Outlook, PowerPoint
- Proficient in a variety of maintenance and utility management systems

## Work Experience

### Service Delivery Manager

2015-03 - Present

#### Dell Technologies

- Planning and scheduling activities to ensure completion of the project within the time and budgetary parameters for optimizing resource utilization.
- Organizing process milestones and activities pertaining to all support functions.
- Monitoring the entire gamut of project work to ensure completion of a project within the time & cost parameters.
- Leading & monitoring the performance of team members for ensuring efficiency in project operations & meeting of individual and group targets.
- Spearheading a complete portfolio of projects including cost budgeting, planning, and execution of projects; providing inputs on the project strategy, budget, policies and major issue resolutions.
- Supervising project progress and outstanding issues; ensuring the quality & timeliness of the deliverables; reporting on the project's progress and escalating issues.
- Driving strong processes/procedures and discipline across the teams and ensuring that teamwork on issues with pride, integrity, and a sense of urgency; reviewing & approving the data submitted by Project managers/leads for project development proposals.
- Laying down strategies for building team effectiveness by promoting a spirit of cooperation among team members.
- Developing key clients, establishing relationships with key influencers and acquiring the profitable business by providing support & implementation while leading teams for running successful delivery & process operations.
- Directing a broad range of cost-saving initiatives while participating in planning, analysis, and implementation of strategies and metrics for improving productivity levels.

### Service Delivery Manager

2012-04 - 2015-02

#### iTechArt Group

- Leading in the implementation of all VAS platforms for telecom operators.
- Ensured the QoS is maintained after the service/product is launched.
- Ensured services are implemented within allocated budgets.
- Managed services operations and putting together action plans to improve Company's ability to seize these opportunities.
- Collated handover documentation for any new services.
- Proposed optimization of existing and new services provided.
- Team/People Management.
- Handled relationships with multiple customers and built strong relationships.

### Project Manager

2008-04 - 2012-03

#### Parangat Technologies

- Accountable for large ITO (LAN, WAN, WLAN, servers, PC's) integration projects for one of the company's largest global customers.
- Management of all phases of the project life cycle: scope definition, estimation, budgeting, Statement of Work preparation, project establishment, analysis, design, development, testing, acceptance, implementation, and closure.
- Negotiation with the customer's senior management.
- Building and management of multiFunctional, multicultural virtual teams, composed by HP Project Managers and Solution Architects, third parties other internal and customer organizations.
- Strong communication skills, both written and spoken. Recognized as an excellent team player by peers, managers, and subordinates.

### Product Development Supervisor

2006-05 - 2008-03

#### NMG Technologies

- Created/reviewed and verified Build, Implementation & Integration plans of Mobile VAS products.
- Supported and participated in the product software development lifecycle.
- Delivered both functional and non-functional requirements.
- Led and supported in the transfer of solution to operational/production status.
- Managed all technical documentation including technical project closure and

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**J Ma**



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