Service Delivery Manager

Abraham Lincoln

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000-000-0000
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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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Lingsheng Yao

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PC Mag ,2002-05-21 PCMag com is a leading authority on technology delivering Labs based independent reviews of the latest products and services Our expert industry analysis and practical solutions help you make better buying decisions and get more from technology   **Contemporary IT Service Delivery in Enterprise** Prafull Verma,Kalyan Kumar,Jagadeshwar Gattu,2019-06-07 With radical change in the technology landscape in every enterprise the inherent IT services embedded in anything and everything that happens in the business a rapid shift is required to manage and deliver IT services While legacy systems continue to function and need to be managed by traditional methods a forward thinking approach is required to manage delivery of services for emerging technologies This handbook is targeted at service delivery managers in the service provider organization but would also be very useful to internal service managers provided they think of enterprise IT service consumers as customers It would also greatly benefit IT generalists who may not be directly managing the delivery of services but contributing to or want to understand the subject

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