

SKILLS

Cloud Platforms: AWS (SA Professional), Microsoft Azure, Google Cloud Platform (GCP)
Infrastructure: VMware, Kubernetes, Docker, RHEL, Windows Server, Compute Engine, GKE
DevOps & Automation: CI/CD Pipelines, Docker, Kubernetes (CKA), DevOps Toolchain
ITSM & Project Tools: ServiceNow, Jira, Confluence, MS Project
Monitoring & AIOps: Observability Tooling, AIOps, Performance Monitoring, Capacity Planning
Frameworks: ITIL v4, TOGAF 9.2, NIST 800-82, ISO 27001, Zero Trust, GRC
Data & FinOps: Big Query, GCP Billing Optimisation, Cloud Cost Management, FinOps
Governance: SLA/OLA Management, Risk & Compliance, Audit Readiness, BCP/DR
AI Tools: Notebook LM, Grok, ChatGPT, Gemini deep research, Gamma

Professional Experience

Tech Mahindra | 2022 – 2025 | Service Delivery Manager/IT Infrastructure Manager

Service Delivery & IT Operations

- Maintained 99% SLA adherence across 2 enterprise infrastructure accounts by implementing structured incident and problem management processes, escalation frameworks, and improvement cycles — reducing repeat incidents and improving operational stability across hybrid infrastructure and application environments.
- Built and governed ITIL-aligned processes for change, release, and problem management — reducing repeat incidents and improving mean time to resolution (MTTR) across infrastructure and application stacks.
- Led multi-disciplinary teams of up to 10 engineers across infrastructure, cloud, and security domains, driving simultaneous delivery of 2–3 programmes across client accounts while aligning workstreams to ITIL governance standards and client SLA commitments.
- Negotiated and managed SLAs and OLAs with internal teams and external vendors, ensuring contractual obligations were consistently met and commercially protected.
- Developed and maintained project plans, resource schedules, and budgets — delivering multiple programmes on time and within budget while managing shifting priorities and stakeholder expectations.
- Conducted regular service reviews with client stakeholders, presenting performance metrics, risk registers, and improvement roadmaps to C-level and senior leadership audiences.
- Evaluated observability tooling via Proof of Concept (PoC) to reduce application downtime, establishing a business case for adoption across production environments.
- Oversaw resource allocation and utilization for multiple concurrent initiatives, ensuring the right skill sets were assigned to meet delivery timelines and business goals.
- Supported CMDB audit and reconciliation initiatives by identifying data inconsistencies, validating configuration items, and aligning records with operational data, improving CMDB accuracy and reliability.
- Governed IT asset lifecycle (hardware, software, cloud) ensuring compliance and cost optimization.

Cloud & Infrastructure Delivery

- Governed end-to-end cloud migration programme covering ~900 VMs across 4 structured waves to hybrid AWS/Azure, delivering on time within 6 months, reducing infrastructure overhead by 30%, and maintaining 99.5% service availability throughout.
- Defined and executed cloud strategy for hybrid/multi-cloud environments (AWS, Azure, GCP), including Lift-and-Shift and Refactoring strategies using Compute Engine and GKE.
- Conducted regular DR drills and tabletop exercises to validate recovery procedures, identifying gaps and reducing

- Coordinated DevOps practices, serving as the primary contact for DevOps tools and specializing in container orchestration. Managed deployment, scaling, and administration of Docker containers using Kubernetes.
- Proficient in cloud infrastructure architecture and implementation, with expertise in AWS and VMware. Experienced in IT infrastructure, architecture patterns, integrated testing, and information security.
- Drove continuous improvement by researching new technologies, evaluating solutions for architectural reviews, and preparing due diligence plans. Collaborated with onsite teams to ensure smooth project delivery and managed mission-critical IT infrastructure (compute, storage, network, applications, and databases).
- Led project teams, translating client requirements into actionable solutions, delivering projects within scope, and preparing necessary documentation to support successful project outcomes.

Past Organizations

- Capgemini | Senior Consultant – Cloud Infrastructure | 2018 – 2020 |
- Hewlett Packard Enterprise | Service Delivery Consultant-IT | 2017 – 2018
- Ericsson | Senior Solution Integrator | 2013 – 2017
- Accenture | Software Engineer | 2011 – 2013
- HCL Infosystems Ltd. | Senior Customer Engineer | 2005 – 2011

Certification

- **Project Management Professional (PMP)[®], PMI**
- TOGAP[®] 9 Certified, The Open Group
- Udemy - The Complete Certified in Cyber Security CC course ISC2 2025
- AWS Certified SA – Professional (AWS Certified Solutions Architect – Professional)
- Certified Kubernetes Administrator (CKA)
- RHCSA in RHEL-7
- Collabora TACT Certified DEVOPS
- VCP 5.5 Data Centre
- CNSS Certified Network Security Specialist

Education

- Bachelor of Science (Information Technology) | SMU-DDE
- Diploma in Electronics & Telecommunication Engineering | OTTI

Training

- AI Tools and ChatGPT Workshop (Certified), Be10X
- Completed training program on PMP by Simplilearn in 2025.
- Short Term Course on Supply Chain Security Risk and Impact of AI for Enterprise and Digital Personal Data Protection Act in India (DPDP) 2024 by Bengal Chamber of Commerce and Industry.
- Troubleshooting & Maintenance of PC Hardware & UPS from Centre for Electronics Test Engineering (Society for Electronics Test Engineering, DOE, STQC Directorate) Kolkata Centre.
- Advanced Electronics Instrumentation from Centre for Electronics Test Engineering (Society for Electronics Test Engineering, DOE, STQC Directorate), Kolkata Centre.

Awards & Recognition

- ACIE Award for high-level performance.
- Pat on the Back & Bravo Awards for delivery excellence.
- Spot Awards for exceptional project contributions.