



## Manish Vashishth

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Experienced Service Management Specialist with a demonstrated history of working in the Information Technology and Services Industry. Skilled in-Service Delivery, ITIL, IT Service Management Capabilities. Strong operations professional with a MBA focused in Finance & Operation.

I have 10+ years of work experience in ITSM Best Practices implementation including Change, Release, Planning & Problem Management, Internal Audits, Account Delivery, ITIL® Process Improvement, Project Management practices, Certified on ITIL and Banking

### Skills

- Change Management
- IT Service management
- Vendor management
- Service Delivery
- Continuous Improvement
- Problem Management
- Stakeholder Management
- Team Management

### Technical Skills

MS Office  
Expedio RM/OM  
Service Now  
Expedio Incident Management (BMC)  
HPSM

### CERTIFICATIONS

- ITIL Foundation Certification in IT Service Management (License - GR750222776MV)
- Foundation in Change Management (BQF)
- White Belt Certification on Lean Six Sigma
- DevOps Foundation (LinkedIn)

### EXPERIENCE

#### Dec-2020 till Date

#### Service Deliver Specialist - Telstra PVT LTD

- Leading Complex and high-priority projects, and manage stakeholders, vendors with competing priorities, resourcing level and time constraints across typical projects
- Support Project management, & Operation teams for safe go live of transformation projects
- deep operational experience to streamline the industry partners teams and drive operational success
- Drive improvement in the Key Operational Metrics from current baseline
- Support and lead the industry partner operations teams to ensure there is no risk to the business and Telstra's Customers

- Managing Service desk team, Transition, Change Management, Audit Risk and Compliance
- Accountable for meeting KPIs and managing assets inventory
- Assess and streamline Operations (customer Support)' processes in order to mitigate risk or control issues and generate efficiencies

**08/2014 TO 12/2020**

### **Change Manager (Change Management)-BT E-serv PVT LTD**

#### **Roles & Responsibilities:**

- Planning and Managing the delivery of Project management
- Understand and meet customer agreements (SLA) and OLA
- Engaging directly with senior engineers and service delivery managers to deploy in their customer environment
- Monitor and manage team performance, ensuring achieving KPI and meeting all SLAs
- Motivate changes to process and procedures to speed deployment while protecting the customer environment
- Continue improvement to meet service level agreement with clients
- Leading (CAB) Changes advisory board meeting (external & Internal), to ensure all the changes are plan and approved
- Monthly and weekly performance reporting for the PepsiCo Contract

**09/2010 TO 08/2014**

### **PROCESS ADVISOR- BARCLAYS SHARED SERVICES**

- Shouldering responsibilities to maintain, monthly weekly and daily payments report
- Shouldering responsibilities to perform the control and checks for the process
- Perform Control & Checks monthly as a Records Management Administrator
- Monitoring agreed Sla's and report exception

### **ACHIEVEMENTS**

- **SD WAN Project:** - Worked with Sr. project managers to complete the SD WAN project on 200 sites of Pepsi co

#### **Benefit: -**

- ✓ Increase Capacity
- ✓ Improved resiliency
- ✓ security
- ✓ Improved agility and network performance

- **Planned Engineer work (PEW) automation:** - worked closely with automation and transformation team to reduce the waste manual intervention in planned engineering work and automate the task

**Benefits:** - Saved 5 FTE

- **End life Device:** - Worked closely with problem management team to identify the cause of change failure and identified that there is a bug in existing devices across the world as devices were expired

#### **Benefit: -**

- ✓ Reduced incidents
- ✓ mitigate risk of site down
- ✓ Flawless production on customer sites
- Transitioned Change Management for North America and Latin America region (PepsiCo International) into BT operations from Tech Mahindra
- Certified for contributing implemented process improvements ideas in Barclays
- Lean six sigma White Belt Certified for a project which helped to mitigate the risk of payment delay, reputational & potential loss

**(Manish Vashishth)**