Sharmishtha Chatterjee   **India:** +91 9900709349 | Email: chatterjeesharmishtha@gmail.com
LinkedIn: linkedin.com/in/sarmistha-c-b6400182

Professional Summary

AI-driven IT Project/ Program & Service Delivery Manager with 14+ years of experience in managing technical programs, service delivery, and customer success. Proven track record of aligning program goals with strategic business objectives, driving successful integrations, and leading cross-functional teams to deliver complex projects. Skilled in risk management, stakeholder communication, and leveraging cutting-edge technologies such as Generative AI and cloud computing to enhance service delivery.

Core Competencies

Technical Program Management, Strategic Planning & Alignment, Stakeholder Management & Communication, Cross-functional Team Leadership, Service Delivery & Customer Success, Generative AI & Cloud Computing (AWS/GCP), ITIL, Agile/Scrum Methodologies

Certifications

Scrum Master Certified, ITIL Certified, PMP Trained, Python, JIRA, SQL, Azure Cloud Infrastructure, OCI Architect Professional, MS AZ-900/AI-900

Professional Experience

Service Delivery Manager, Akamai Technologies
April 2021 - Present

- Drove the delivery of complex technical programs, ensuring alignment with organizational goals and adjusting program scope and timelines as necessary.
- Managed cross-functional teams, including project managers, engineers, and product owners, to build and maintain program plans, integrating key activities for seamless delivery.
- Developed robust communication strategies to keep stakeholders informed about program progress, major milestones, and any adjustments to program parameters.
- Spearheaded risk management initiatives, identifying potential issues early and developing contingency plans to ensure program success.
- Achievement: Enabled the onboarding of 100% traffic from a different vendor, resulting in a revenue increase of $320k per month.
- Led the integration of Generative AI projects, including a Python-based LLaMA 2 language model integration using AWS Bedrock, setting the stage for future AI/ML capabilities.

Advisor - Services Project & Program Management, DELL EMC
May 2017 - April 2021

- Oversaw end-to-end program management for strategic customer accounts, ensuring on-time delivery and adherence to scope and budget.
- Collaborated with senior leadership and technical teams to streamline project scope definition, resource allocation, and risk management.
- Conducted detailed program analysis, providing stakeholders with insights into project status and recommending adjustments to ensure continued alignment with business objectives.

- Achievement: Successfully onboarded key healthcare accounts and improved team productivity by 30% through the adoption of Tableau and targeted training initiatives.

Specialist - Service Delivery, Capgemini
August 2016 - May 2017

- Managed incident, problem, and change management processes, focusing on delivering high-quality service to internal and external stakeholders.
- Acted as a liaison between service teams and senior management to communicate ongoing issues and progress.

Assistant Manager Service Management, Vodafone India
January 2016 - August 2016

- Led review meetings to ensure project progress aligned with strategic goals, facilitating timely completion and delivery.
- Maintained strong client relationships and contributed to customer retention strategies through proactive service management.

Engineer Technical Solutions, DELL
June 2011 - December 2015

- Delivered technical solutions, mapped customer requirements, and resolved escalated incidents.
- Provided support during high-priority incident resolutions, ensuring minimal impact on business operations.

Support Analyst, HP
May 2010 - May 2011

- Managed support for customer-facing applications, ensuring quick resolution of incidents and maintaining high customer satisfaction.

Generative AI & Machine Learning Projects

- **AWS LLaMA 2 Integration:** Led a strategic initiative to integrate LLaMA 2 with AWS Bedrock, coordinating testing and optimization within a staging environment, and showcasing the feasibility of AI/ML in the IT service framework.
- **Prompt Engineering:** Developed a library of prompts for various tasks, improving customer engagement and operational efficiency.
- **Taxi Fare Prediction:** Conducted a machine learning project predicting city taxi fares using Python libraries like Pandas, NumPy, and Scikit-Learn, optimizing model performance for real-world scenarios.

Education

Master of Business Administration (MBA) in Information Technology
Xavier Institute of Social Service | 2008 - 2010

Bachelor's Degree in Science
Banaras Hindu University | 2005 - 2008