



# GURURAJ DIXIT

*Enterprising Leader, Innovation Champion & Planner with an analytical bent of mind & proven track record of over 17 years in developing and delivering ITIL / IT Service Operations / Program Management solutions while building high performance based culture & environment using Digital Focus, Strategic Technical Insights & Thought Leadership*

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## PROFILE SUMMARY

- Result-oriented professional with skills in **Digital Solutions, technology planning, IT Setup, strategy development, leadership & implementation, business & operational transformation, RFPs, migrations & solution delivery**
- Digital Transformation Specialist** with experience in steering process transformation within the system to oversee critical IT operations by reengineering existing process which resulted in **significant saving in man-hours and overall cost**; established an error-free environment by employing Six Sigma methodologies
- Currently, I am a part of the Global Leadership team at GMI, where I am responsible for multiple services such as End User Services, DCO, Digital Transformation, IT Projects, Software Deployment, Hardware & Software Asset Management, and Vendor Management.**
- In this role, I have successfully delivered services across all geographies including APAC, US, Europe & India for General Mills (30,000+ user base across 14 countries and in 8 languages).
- Digital Transformation initiatives for 12 Regions**, ensuring smooth migration from legacy systems to new platforms, resulting in improved efficiency
- Experience in **Account Management / end-to-end delivery / program / project planning** & implementation from scope management, to activity sequencing, **cost estimation, pre-sales activities**, risk analysis to quality management in line with the guidelines & norms; **handled large Banking, Government, Retail and Manufacturing programs**
- Proven success in multi-functional roles encompassing ITIL framework** which includes Service Delivery functions such as Incident, Problem & Change Management, Infrastructure Management & Asset Management
- Generating new business, nurturing key accounts**, and boosting company revenue by up to a 90% increase (Contract Management & Negotiation)
- Established various IT process set-up, formulated new policies & procedures** to drive business growth & expansion plans, mergers & acquisitions (Europe & USA), **reorganization, and process improvement initiatives** to enhance organizational efficiency and profitability
- Leveraged capabilities of managing large teams; **front-led a team of 200+ resources to deliver IT projects for over 9000 end-user of BFSI - across India in 21 locations (PAN INDIA Support)**
- Demonstrated **exceptional team leadership by fostering collaboration**, driving performance, and achieving project objectives



## CORE COMPETENCIES

Service Delivery Solutions

ITIL Governance

Infra & End-user Services

Digital Transformation & Automation

Customer & Stakeholder Relationship Management

Technology & Operational Excellence

People Management & Leadership

Risk & Compliance Management

Change & Incident Management

Budget & Resource Management



## SOFT SKILLS



## WORK EXPERIENCE

### Since Nov'19 with General Mills

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### Growth Path:

Nov'19 – Nov'21: Information Technology Manager

Nov'21 – till date: Global Service Leader - Enterprise Business Services



## CERTIFICATIONS

- Leadership Program from IIMB
- ITIL V3 Foundation
- PRICE2 Practitioner
- N+, MCSE, CCNA
- PMP (Trained)
- Six Sigma Green Belt

## KEY RESULT AREAS

- Actively contributing to long-range strategy plans, procedures and systems required for maintaining and developing the overall technology strategy and goals
- Managing Stakeholders & Customers, Major incident, request, change and escalation processes while ensuring high levels of performance in these processes, accurate reporting and establishing service improvement activities
- Maintaining the System & Information Security Risk Management framework, process management team to document and maintain the risk governance methodology
- Establishing SLAs for various services and groups, actively engaging in continuous improvement efforts to enhance SLAs, including CSAT, FCR, and wait times
- Formulating service standards and guidelines based on industry best practices, implementing governance structures for service delivery process, and creating documentation that serves as benchmarks for exceptional service delivery
- Spearheading strategic consulting functions including business plan, IT, execution & 'concept' strategy formulation
- Consulting with stakeholders and implementing best practices across large complex projects which require multiple resource teams
- Taking responsibility for P&L function in large/strategic initiatives and driving delivery-led revenue growth
- Spearheading the migration of legacy systems to modern solutions, resulting in improved scalability & cost-effectiveness
- Collaborating with cross-functional teams to identify technology needs and implement solutions that enhance business processes and productivity
- Conducting comprehensive assessments of existing IT infrastructure and systems, identifying gaps, and recommending solutions for improvement

### Highlights:

- Implemented Work Flex Solutions in India & US
- Successfully Led Digital Transformation Projects:
  - Service Now Implementation , SharePoint Migrations, Shared drive setup, Regional Infra IT for projects & Cloud Migration
  - Remedy to ServiceNow Migration, Setting up of HR Shared Service & COVID helpdesk and implementation of new tools
- Governing & Planning Decommission of Remedy
- Developed Business Analytics : Data-driven dashboards & analytics for VPs, Group managers & business Stakeholders for effective decision-making and performance tracking
- Vendor Management activities:
  - RFPs & Vendor Selection
  - Negotiation & Contract finalization (SOW / MSA)
- Offered automated solutions that resulted in a decreased overall Turnaround Time (TAT) for software management and SAP services
- Implemented self-assistance solutions such as password reset, reservation of meeting rooms, offboarding processes, and distribution list creation
- Implemented Walk -up feature in key regions, managed AV support; assisted right vendors & contractors for projects

### Apr'06 – Nov'19 Microland Limited, India

#### Growth Path:

Apr'06 – Mar'07:	Technical Support Engineer – IT Infrastructure
Apr'07 – Jul'08:	Technical Specialist - IT Infrastructure
Jul'08 – Apr'09:	Team Lead Operations - IT Infrastructure
Aug'09 – Aug'11:	Program Lead Operations - IT Infrastructure
Aug'11 – Jan'14:	Service Delivery Manager
Jan'14 – Apr'15:	Program Manager
Apr'15 – Nov'19:	Senior Program Manager

### Highlights:

- Spearheaded end-user Computing & Application Management for over 50000 users across the globe with 37500 devices; managed **Major Incident Management, Problem & Change Management** for 34 UK based customers with global coverage (Managed Service Model)
- Reduced operational expenses by 17% over a span of two years, all the while upholding service quality through stringent budget management and efficient vendor oversight to secure competitive pricing
- Facilitated business development through preparation of comprehensive technical portions of proposals that have been successful in gaining confidence of prospective clients' IT leadership
- Undertook & delivered approx. 30 projects like OS Migration (Win 7 to 10), ShareDrive Migration, IG Reco Implementation, Business Communication Migration (Lync to Skype), T&M to Managed Services (Voice & Non-Voice Service Desk IT & SAP, Service Request Security process), BCP Planning & Management



## AWARDS & ACCOLADES

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- Recipient of:
  - Extra Mile Award for Service Delivery
  - Best Team Award for MPL
  - ‘8’ Best Team Lead Awards for being fearless, goal-oriented, hard worker and visionary



## EDUCATION

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- MBA (Human Resources) from DBHPS
- BCA



## Key Skills:

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- Client & Stakeholder Relationship Management
- Service Delivery Operations (Infra, EUC, ITIL & SLA Governance)
- Digital Transformation & Automation
- Account Management & Strategic Leadership
- Vendor Management, RFP's, Negotiation, Contract Management & Invoicing
- IT Project Management (Planning, Budgeting & Resource Management)
- Client Services & Customer Success
- Risk & Compliance Management
- Process & Operational Excellence (SLA & Metrics)
- Financial Management (P&L, CAPEX & OPEX).



## TECHNICAL SKILLS

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- Hardware / Operating Environment: Laptop, Desktop, CISCO AV devices, IP Phone, MS Windows, Client/ Server System, VDI
- Mailing System Environment O365, Outlook & Lotus Notes
- Applications Environment: SharePoint, CRM, B2B & B2C Applications, Web Application
- Tools Environment: ServiceNow Remedy, ITSM, AD, Cisco Call Manager, SCCM, Right Now

## PERSONAL DETAILS

Date of Birth:	16 August 1981
Languages Known:	English, Hindi, Kannada
Address:	Mumbai, Maharashtra
Passport :	U8311884 (Active B1 US Visa)