**Samir Kumar Shah**

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# **Technologies Change & Delivery Division – CERTIFED DIGITAL Project & Programme Manager & Product owner - Global Share Service Centre**

***20+ years Experienced Entrepreneurial result driven IT leader, passionate in applying innovative technology and business solutions to achieve organizational goals.***

# **PROFESSIONAL BRIEF**

* Senior IT Leader with 20 years of onsite & Offsite experience in Infrastructure delivery, Program & Project Management, Service Delivery, Processes & IT Audits.
* Skilled professional (PGPM in Leadership & Strategy**, Certified PMP, ITIL Expert, PRINCE2-Practitioner, ISO27001, Lean Six Sigma, Certified Agile Service Manager, 7 Habits, 4DX** Coach over **20+ years of experience** in IT & Software Industry
* Presently working with **British Council GSSC** as **Senior Project Manager/Program Manager** in **Technical Change & Delivery Division**
* Exposure in handling **global giants** like British Council, Accenture Services Private Limited, HCL Technology Ltd, NIIT Smart Serve Ltd., Allied Digital Services, STG etc.
* Accountable for Service operation, delivery & Project management and travelled to USA, UK, Poland, Singapore, Thailand, Qatar, Kuwait, Bangladesh, Bahrain, Saudi Arabia, UAE, Uzbekistan, Sri Lanka and Nepal.
* Led organizational initiatives e.g. **Productivity** Gains, **Value** Measurement, Delivery **Process, Project Management, Customer Service Excellence**, service **Governance,** Service **Improvement**, employee satisfaction & team effectiveness & Culture changes.
* Manage the **Digital Programme** of 7M GBP with 80 staffs which addresses critical end of life technology platforms, provides a suite of digital **Cloud-based tools** to enable **collaboration** and **security** within the organization and helps the organization **optimize operations** through use of current generation tools, and adoption of new ways of working. This has provided a saving of 12M GBP in a span of 3 years.
* Successfully manage Project of **creating new Legal entity** (**Four offices in India**) under Indian Law for English and Exam operation in short span of time within budget and before deadlines. This help to be **compliance** with new legal changes in country and increase the Business by 10% in six months
* Lead a **global project** that move **critical financial application** from **various platforms into a managed centralized service** that reduce the cost by 30% as well as standardize the business financial process. This also reduced the complexity of the 100+ Countries different application into single.
* After promotion of Senior Regional IT Manager, **Increase the CSAT survey** of South Asia from 2.9 to 3.6 out of 4 in the span of 6 months.
* Saving of 15% (450K GBP) every year by Global bidding process of **IT procurement** which also help on standardization, better predictability in financial year.
* Transform the **Database sync** from **Production to Reporting** from copy refresh to Materialised view which help to reduce the downtime of reporting server from 8 hours to 1 hour every day.
* **Analyse the feedback of Microsoft premium customers** and **recommend Microsoft with the new features** which can be introduced in new Windows build.

# ***Specialties/Skills***

⮆ Programme Management ⮆ Product Management

⮆ Project Management ⮆ Service Delivery

⮆ Infrastructure Management ⮆ Portfolio Management

⮆ Team Management ⮆ Service Transition

⮆ Continuous Management ⮆ Managed Services

⮆ IT Audit ⮆ Global Delivery

⮆ Risk Management ⮆ Conflict Management

⮆ Negotiation ⮆ Entrepreneurship

⮆ Industry Awareness ⮆ Customer focus

⮆ Stakeholder Management ⮆ Visionary

⮆ Finance Management ⮆ Focus on ROI

⮆ Stakeholder Management ⮆ Navigate Ambiguity

⮆ Influence Management ⮆ Communication Skills

# ***Displayed Behaviour***

⮆ Maximise Mutual benefit ⮆ Overall ownership

⮆ Demonstrate value to customers ⮆ Consultation Skills

⮆ Swift & effective ⮆ Open and proactive

⮆ Can do Attitude ⮆ Working Together

⮆ Address cultural issues ⮆ Coach & Mentor

⮆ Perfect update ⮆ Use of Impact Statement

⮆ Connecting with others ⮆ Sharing the future

⮆ Excellent team spirit ⮆ Multi Tasker

⮆ Sharp learning skills ⮆ Adopting & Delivering

⮆ Depth in knowledge ⮆ Positive Vibes

⮆ Find alternative solutions ⮆ Excellent Analytical skills

# ***Work Experience***

## British Council GSSC, as Senior PROGRAM Manager, Senior Regional IT Manager (South Asia & GSSC PORTFOLIO) & IT Hub Service Portfolio - July’10 till date

**Technology Focus – CLOUD inclusive Windows 10, Microsoft Office 365 suite, Defender ATP**

SharePoint Online (Hybrid with 2016), OneDrive, Exchange, Teams, Yammer, Power Apps, Power BI, Flow, Azure Business to Business, Defender ATP, Windows 10, Office 365 Groups, Power BI, Office & Project 2016 Online, Dynamics etc.

* *Focal point for Collaboration & Cloud Ops (Cloud first Core group) focused on the goal to drive successful* ***adoption of Cloud*** *technologies. Responsible for retiring on premise services, custom applications and Data Center consolidation. And to increase Microsoft Cloud workloads through transformation program/project(s).* This has provided a saving of 12M GBP in a span of 3 years.
* *Contributing vision, strategy, direction and IT leadership to Senior Executives such as Country Directors, Regional Directors, Business Heads enabling the business growth through technology and innovation.*
* *Lead Collaboration Team that downsized from 60 to 35 and closure of 50% offices; Still able to accomplished the scope of collaboration programme*
* *Implemented the telecommunication platform such as Skype for Business, Microsoft team for more effective remote team collaboration globally.*
* *Raise Microsoft team engagement up to 80% in one year by effective Business change*

Projects

* *Manage the Digital Programme of 7M GBP with 80 staffs which addresses critical end of life technology platforms, provides a suite of digital Cloud-based tools to enable collaboration and security within the organization and helps the organization optimize operations through use of current generation tools, and adoption of new ways of working. This has provided a saving of 12M GBP in a span of 3 years.*
* *Project Management Unit, standardizing into a structured project and change delivery function to address all software and cloud related mission and demands to modernize the technology solutions (cost saving of £13m)*
* *Centralize All IT, software and hardware procurement, saving 15% (450K GBP) every year by Global bidding process of Endpoint procurement which also helps in standardization, better predictability in financial year.*
* *A key driver contributing to the product roadmap toward Clouds and taking innovative product risks while balancing the road map for on-time deliverables.*
* *Successfully transition of creating new Legal entity under Indian Law for English and Exam operation in short span of time within budget and before deadlines. This company has four offices in India. This help to be compliance with new legal changes in country and increase the Business by 10% in six months*
* *Manage the Library Transformation Project as Product Owner by introducing KOHA via Agile Framework and ensuring that we will integrate the 20 Libraries across South Asia and able to upgrade the KOHA to newest version in 3 months without any issue. This has generated saving of 15% in KOHA BAU cost.*
* *Completed 20+ Microsoft technology-based Infrastructure update, 10 new premises and 8 Process improvements which resultant increase of CSAT score of South Asia region from 3.5 to 4.4 which is highest score of the region any achieved.*
* *Lead the efforts of 4 Web application development projects which help to increase the customer based by 20% in two years’ time frame and align us our motive of Digitalization*
* *Managing and overseeing all IT vendor relationships and partnerships*
* *Manage ITSM Project – Service Now implementation.*

Service Delivery

* *Contributing vision, strategy, direction and IT leadership to Senior Executives such as Country Directors, Regional Directors, Business Heads enabling the business growth through technology and innovation.*
* *Establish a regional division for IT Services at Shared Services (150+ staff with a global function reporting model) delivering Regional IT, covering central unit supporting L2, L3 and escalated IT issues across the region for Data Center, Cloud and End User computing Support*
* *10+ Years’ experience in customer management/engagement at Regional and Global Level.*
* *Contributed on Implementation of ITIL v.3 Framework for IT Service Portfolio (Incident, Change Control, Implementation, Process Improvement, etc.).*
* *Employee engagement & team effectiveness (ESAT)*

## HCL Technology Limited, New Delhi/Noida, India as Associate ConsultanT - Jul’08 –July’10

* *Accountable and responsible for leading Incident & Problem management for GE Client*
* *Managing Continuous improvement for the client*

**Significant Accomplishments:**

* ***Played a major role in:***
* *Migrated the physical servers into Virtual Servers (ESX) resulting increase uptime by 20% with reduction of system resource requirement by 30% and improve the disaster recovery and reduction of data centre foot print*
* *Reduce the problem Management life cycle from 180 days to 90 days that help to reduce the count of Incident management and MTTR.*
* *Working with the support team to reduce the MTTR and increase the FTR by using ITSM processes. We would able to reduce IT support staff from 80 to 60 in one year.*
* *Recognized the in-efficiencies and proposed recommendations for process enhancements by implementing best practices*

## Other IT Experiences

Accenture Service Private Limited, Bangalore, India as Technical Lead Consultant - Mar’06 –Jul’08

NIIT Smart Serve Gurgaon, India as Technical Analyst - Dec’03 –Feb’06

Allied Digital Services, Jaipur India as Support Engineer - Mar’02 –Nov’03

## Training Experiences

STG, Delhi India as Freelancer Trainer of MCSE (Windows Technology) - Jan’01 –May’02

# **EDUCATION**

* Diploma in Effective Communication Skills from Indian Institute of management, Lucknow in 2017.
* Master of Business Administration in IT (Leadership, strategy & Entrepreneurship) from Madras University in 2005 to 2007.
* Bachelor of Business Administration in Mathematics from Delhi University in 1996 to 2000
* 2 Year Computer Diploma from SIFT Institute in 1998 to 2000
* Participation in several leadership, management and behavioural workshops: 7 Habits, Discipline of execution, information security, effective stakeholder management

# **Certifications**

* Project Management - Project Management Professional Certified (PMP), Projects IN Controlled Environments, version 2(Prince2 practitioner), [Certified Agile Service Manager (CASM)](https://www.itsmacademy.com/casm/)
* Information Technology Infrastructure Library (ITIL) Intermediate – Strategy, Operation, Transition, CSI
* Frameworks: COBIT Framework, TOGAF, Six Sigma Green Belt, ISO20000(Information technology) and ISO27001(Information security management) implementer
* Technology: MCSE (Microsoft certified Engineer), MCDBA (Microsoft certified Database Administrator) and CCNA

# **Tools & Techniques**

* Experience in Project Management tool & Techniques like Waterfall, Agile, SCRUM Master etc.
* Experience of working with Microsoft Project, Service Now, Remedy as an ITSM Tools.
* Experience is ITIL Processes End to End
* Experience with Windows 7/Windows 10/Windows Server 2003/2008/2016
* Experience with SCCM/SCOM/AD/DNS/DHCP
* Experience with Telecommunication skills such as Zoom, Microsoft Team, Skype for Business

# **Languages**

* English – Full professional Proficiency
* Hindi – Native Proficiency
* Gujarati – Native Proficiency

# **Supported Causes & Volunteer Experience**

## Supported Causes

* Create awareness in India for Soft Skills & Leadership skills
* Create awareness in India for Indian Language promotions

## Volunteer Experiences

* Active Member for Shree Delhi Gujarati Samaj (Regd.)
* Active Member for Gujarat Youngman Association

# **Performance Feedbacks**

Attached PPT covers the various 360-degree Performance feedback, I have received from my team member, manager, stakeholder. Individual feedback copy can be shared on request.

