SARAVANA KUMAR RAJAKELY

⚲ Kuala Lumpur, Malaysia
☎ 012 6933441
✉ sara0808@hotmail.com

SERVICE DELIVERY MANAGEMENT | IT MANAGEMENT | BUSINESS PROCESS ENHANCEMENT | RISK MANAGEMENT | PROJECT MANAGEMENT, | BPO MANAGEMENT | BANKING | TELECOMMUNICATION | IT & CYBER RISK SECURITY MANAGEMENT | VENDOR MANAGEMENT

Over 17 years' extensive experience in driving wide spectrum service delivery management, IT operations management and business process transformation towards providing exceeding set SLAs. Adept in conceiving and implementing effective IT and cyber risk security strategies coupled with exceptional project management acumen in delivering high impact initiatives within set deadlines as well as budget. Well versed in the areas of strategic planning, performance monitoring and enhancement, budget development, P&L management, process automation along with stakeholder management. Known as a result-oriented and proactive leader with outstanding capabilities in recruiting, developing and empowering teams towards delivering breakthroughs.

CORE COMPETENCIES

Service Delivery Management	Project Management	Continuous Improvement
IT Operations Management	IT & Cyber Risk Security Management	Strategic Planning
Key Account Management	P&L Management	Stakeholder Management
Performance Management	Cross-functional Collaboration	Coaching & Mentoring
Budget Development	Process Automation	Data Analytics

CAREER HIGHLIGHTS

- Instrumental in rolling out effective strategies in managing client accounts towards maintaining above 97% satisfaction rating over a 24-month period.
- Successfully setup a new cloud data infrastructure to reduce processing time by 50% including training and upskilling 15 staffs in harnessing the Microsoft Azure platform.
- Championed the execution of multiple machine learning, data analytics and data mining projects resulting in massive process improvement.
- Successfully reorganized the physical supplies storage in decreasing time spent on inventory by 20%.
- Played an immense role in facilitating the opening of 500 new customer bank accounts.

WORKING EXPERIENCE

The Bank of Nova Scotia Berhad   Jun 2019 – Present
Head of IT Operation & Data Center

- Spearhead a team of 16 specialists across the region in planning and executing an array of strategic technical as well as IT and cybersecurity projects along with new banking application support initiatives in line with set methodologies and timeframes.
- Oversee strategic planning, resource optimization, budget development, P&L management, cashflow control, performance monitoring along with stakeholder management in delivering set revenue and profitability targets.
- Lead end-to-end project management of a myriad of business process transformation initiatives encompassing stakeholder engagements, requirements gathering, function specification development, solution rollout and testing along with post implementation support.

- Drive the roll out of an array of world class cybersecurity programs towards identifying vulnerabilities and unlawful activities as well as mitigating threats and safeguarding the overall infrastructure.
- Bridge the demand between departments and the senior management team in delivering timely along with accurate technical requirement initiatives.
- Engage and influence the senior management team along with respective department heads in securing buy-ins and consensus.
- Monitor the performance of vendors in accordance with set SLAs and contracts.
- Review and align service delivery capabilities within the portfolios to sales, product teams, industry strategy and marketing and business development stakeholders.
- Manage the team in deploying mission-critical proprietary global software development projects to automate business processes while rendering architectural inputs on system specifications for development and support operations.
- Strengthened customer relations and customer communication to improve customer loyalty and retention.
- Manage the development, implementation and maintenance of business application systems to improve business processes as well as support critical business strategies.
- Work closely with the process team in identifying business process gaps and developing improvement strategies.
- Conduct monthly quality monitoring and reporting on Enterprise Service Requests and change management processes while recommending and coordinating a myriad of continuous improvement initiatives.
- Provide coaching and mentoring in enhancing the competencies of the team.

AT&T Worldwide Network Services Sdn Bhd   Sep 2015 – May 2019
IT Service Delivery Manager (AT&T Business Solutions)
- Directed a team of 6 direct reports and 50 indirect reports across the country in managing end-to-end client network delivery operations, processes, network tolls as well as IPAM in supporting both internal and Nokia clients towards achieving top notch customer satisfaction.
- Lead resource planning, performance management and quality monitoring while serving as the escalation point on all network and IT infrastructure issues.
- Drove the execution of multiple projects concurrently including planning, monitoring, documentation and handover.
- Adopted effective management methodologies while ensuring clients' technological services and expectations are addressed.
- Championed the identification and deployment of various improvement initiatives.
- Ensured systematic maintenance of technical and operational documentation.

Standard Chartered Scope International Malaysia   Sep 2012 – Aug 2015
Senior Delivery Problem Manager
- Drove the regional delivery team in carrying out full cycle problem management activities for all services delivered towards ensuring technology stability for users across globe.
- Oversaw the tracking and measurement of daily BAU metrics, monitoring of quality and performance along with reporting of all complaints.
- Led the implementation of various projects to enhance problem management processes, procedures along with workflows.
- Managed and ensured vendors as well as partners are delivering the right IT tools in accordance with set requirements.
- Partnered with the global team manager in identifying and improving existing processes while introducing evergreen changes to the account.
- Served as SPOC for all communication and escalations while strengthening relationship with all internal and external stakeholders.
- Ensured process risk mitigations and deliverables are in line with audit requirements.

EARLY CAREER HISTORY

Shift/Operational Senior Incident Manager, Hewlett-Packard (M) Sdn Bhd   Sep 2008 – Aug 2012
- Managed 3 direct and 25 indirect subordinates across the country in delivering 24x7 Level 1 & 2, Unix, Windows, network and database support services to users across the globe within a critical production environment in line with set SLAs.
- Led staff scheduling, resource allocation, workflow management, customer and stakeholder management as well as post incident reporting.
- Managed the investigation and resolution of all escalations, major incidents and crises
- Coached and motivated the team in strengthening trust and partnership.
- Generated reports on all customer service measurements, production and turnaround time metrics.

NT Analyst, Jen InfoTech Sdn Bhd , Exxon Mobil Malaysia   Mar 2008 – Sep 2008
- Carried out Windows server build, GPO and server security policies application, access control simplification, server installation and configuration, upgrading and decommissioning, backup and recovery along with change management and documentation.
- Led the migration and rebuild of shared, home and Active Directory servers.
- Partnered with regional project coordinators and application support groups in executing Windows 2003 Server Builds for Americas and Asia Pacific servers.
- Worked closely with vendors in carrying out hardware and software troubleshooting.

Technical Consultant at Hewlett Packard Malaysia, Emerio (Malaysia) Sdn Bhd   Apr 2005 – Feb 2008
- Rendered comprehensive technical support for the Windows NT platform technology towards ensuring excellent availability and reliability of domains and domain controllers as well as database, production, resource, web and host servers.
- Monitored and maintained all hardware and software including parts replacements and security patches while providing remote support.
- Performed primary site links and backup monitoring, backup and restoration as well as provided VERITAS Enterprise Net backup Management 2nd Level support.

EDUCATION & CERTIFICATIONS

Master of Business Administration (MBA), Anglia Ruskin University, UK (2019)

Bachelor of Science Hons Computer Science, De-Montfort University UK (2004)

Certified Information Systems Auditor (CISA) 2023- ISACA
Certified Information Security Manager (CISM) 2022 – ISACA
Agile Scrum Master, CCSD Council (2021)

IASSC Certified Six Sigma Green Belt, PeopleCert (2015) ITIL®
Continual Service Improvement, People Cert (2015) Prince 2
Practitioner, JKK Consultant (2014)
ITIL® Service Operation, PeopleCert (2013)
Project Management Professional (PMP), Nityo InfoTech (2013)
Business English for Executive, British Council (2013)
ITIL V2 & V3 Certified, SME Institute (2012)
Microsoft Certified System Engineer completed MCSE, MCDBA & SQL Server 2000 upgraded, Microsoft Training Center (2005)