MUBASHEER NAWAZ MOHAMMED

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In quest of professional enrichments in IT Service Management/Operations/Vendor Management with a growth-oriented organisation.

AN OVERVIEW

“ITIL INTERMEDIATE” Certified Experience of over 20 years in:

Incident Management, Problem Management, Change Management, Technical Support, Vendor Management, Commercial Planning, Team Management

* Currently associated with Barclays Services, Whippany (New Jersey) as Device Service Manager (AVP).
* Responsible for Citrix, mac and IB-Citrix Service for AMERICAS.
* Adroit in the management of Change, Incident, Problem, Vendor and Commercial Planning.
* Acting as an escalation gate to resolve critical issues of the team members.
* Skills in conducting various training sessions for enhancing the performance and quality of service.
* Excellent communication and interpersonal skills with proven abilities in resolving complex issues.

PROFESSIONAL SCAN

Device Service Manager (AVP) – Barclays – June 2012 – Till date, New Jersey USA.

Growth Path  : 1/06/2015 - 01/10/2021 - Mobile Service Manager (AVP)

: 4/06/2012 to 1/06/2015 – Lead Service Analyst

Key Deliverables as Device Service Manager

* **Vendor management** – Primary interface into vendors across AMER for BAU management of service and conduct appropriate service governance with supplier to enhance relationships and track service performance.
* **Service Finance** – Maintain service finance including review of actual vs. budgets, Revised Annual Forecasts, ownership of supplier invoice payment, and any cost challenge initiatives.
* **Service Level Management** – Manage the service to achieve or exceed defined operational service performance standards.
* **Service Compliance** - Maintain risk and compliance position for the service, including business continuity, service maintenance, and be the primary interface for audit activity.
* **Stakeholder management** - Act as principal point of contact for both internal and external stakeholders and facilitate widespread adoption of best practices for Infrastructure Services.
* Active co-ordination of technical resource across Organisational boundaries and close liaison with the service operations, product management, transition and infrastructure functions to achieve optimum service performance.
* **Service Improvement Plans** – Develop and deliver SIPs to achieve or exceed defined service performance standards.

Key Accountabilities

* Execute the delivery processes to optimise IT service(s).
* Ensure optimal aggregate use of shared services across the service groupings.
* Measure performance against service cost, risk, SLA, regulatory & flexibility standards for the service.
* Contribute to the successful delivery of committed demand for service growth and expansions.
* Management of the service supply chain for the service
* Track and own operational risks within service(s)/supplier remit and responsibility for the implementation of agreed actions to mitigate against those risks.
* Define, coordinate collation and publicize management information need for the service in line with defined standards.
* Facilitate the acquisition of relevant service data to fulfil objective service reviews.
* Close out specified actions identified around internal and external supplier performance.
* Participation in commercial negotiations for the agreement of target supplier contracts for service delivery.
* Define, manage, document and communicate core Service Management processes, facilitate regular process reviews and track process related improvements.
* Successfully facilitate delivery of changes to service and SLAs.
* Drive initiatives to reduce the number of process escalations and manage them effectively.
* Understand the cost model for services in the service grouping, how service is charged to the business and how service improvements are funded and charged back.
* Detailed analysis of billing and invoices to validate and challenge discrepancies.
* Identify and drive forward cost challenge opportunities
* Action required remedial/improvement activity and develop improvement recommendations based on maximum benefit (Availability, Risk or Cost).
* Develop new techniques/tools for use in support of services. Promotes services within the wider IT community. Takes an active role in the communication of global service ethos.
* To work with Service Availability Managers contributing to service recovery & repair for the service(s).

IT Consultant (Team Lead) - Logica India Pvt Ltd, Bangalore – October 2007 – June 2012

Growth Path : 10/07 to 10/09 as Team Leader Change Management

 : 10/09 to till date as Team Leader Change Management & SLM

Key Deliverables as Team Leader

* Liaison between Change Manager & Offshore manager for all development/support issues.
* Ensured the agreed quality process was applied and project / ITIL procedures were followed.
* Maintained project plan and weekly task sheets for individual team members.
* Involved in peer review of both ITIL processes and documentation.
* Team management – performance reviews, everyday escalations, time keeping, absence reporting.
* MI reports - Provide periodic statistical reports to the management with regards to different KPI’s.
* Chaired Change Advisory Board meetings as required.
* Agreed interfaces with other service management disciplines, e.g., configuration management, problem management and service level management etc.
* Designed and implemented customer satisfaction surveys.
* Ensure that Daily, Weekly & Monthly Service Level Reports are executed & distributed to the Service Delivery & Internal Provision Groups.
* Facilitate the collation and presentation of a quotation in response to a request for change to existing services.
* Ensure initial Impact Assessments are delivered within their OLA.
* Coordinate the successful rollout of software and hardware changes.
* Ensure appropriate cost codes are recorded to facilitate recovery of changes against service contracts.
* Member of the ITIL training team for Bangalore.
* Contribute to the operation & development of change management toolsets.
* Distribute and delegate change records to Service Provision team members based on the information provided in the team’s work instructions.
* Focal point for change requests initiated via the Service Delivery Managers.
* Ensure that Service Provision Mangers and their teams are made aware of change requests and act on them in a timely manner.
* Prepare and update FSC’s periodically.
* Author various quality documents for auditing purpose.
* Liaise with the business to identify Service Level Reporting requirements.

Highlights

* Prepared Operations Excellence Dashboard for IM India Head, Logica India, to improve the effectiveness & efficiency of Logica India IM operations.
* Single handedly converted the business model of Process Management to Shared Services model from Staff Augmentation.
* Nominated for UK Star Award for the work performed during the transition.
* Provided ITIL V3 Foundation Course training to over 300 employees across various streams of Logica in Bangalore, thereby providing nearly 80% cost reduction per person trained.
* Provided solution on Effective Ticket Management process & implemented it across IM India UK delivery, using Six Sigma DMAIC approach. Projected annual savings is GBP 121593.8
* Successfully transitioned ITIL Service Management Processes from onshore (UK) to offshore (IND) and effectively managed service delivery from offshore.

IT Analyst - TATA CONSULTANCY SERVICES, Bangalore - Feb’07-Jun’07

Key Deliverables

* Team Management Managing a team of 17, who cater technical support to a US client.
* Liaison between Offshore & Onsite team(s).
* ITIL process adherence.

IT Consultant - LogicaCMG Offshore Services Private Ltd, Bangalore - Aug’04-Feb’07

Key Deliverables

* Perform Change and Incident management based on the ITIL framework.
* Training – Application training, ITIL training and process training.
* Team Management.
* Support analyst in areas of customer service, systems and call handling by regular contact.
* Participate in Team Leader meetings to plan and co-ordinate operational priorities, liaising with the internal and third-party support teams.
* Maintain call volumes/queues to ensure that the service level agreements with clients are met
* Perform incident and change management using Remedy.
* Generate month-end statistics for the client and implement corrective actions if required.
* Analyze any SLA failure using Remedy and Hi-path.
* Troubleshooting of various client applications.

Highlights

* Excelled the Points Table for the year 2004-2005 which helped team to achieve “Best Team of the year”.
* Played a major role in CMMI Level 5 Auditing for the service desk.

Technical Support Representative - Accenture, Bangalore - Mar’04-Aug’04

Key Deliverables

* Troubleshoot DSL problems for US client (SBC Yahoo) on different operating systems.
* Configuring the modem & router to establish the connection over a network.
* Trouble shooting Broadband and Dial up issues.

Systems Administrator - Welcare Hospital - Dubai, U.A.E - Dec’02-Jan’04

Key Deliverables

* Solving trouble tickets reported to Help Desk as first level of support.
* Coordinating and installing new application functions, enhancements and modules as and when updated by the software vendor.
* Managing application and database faults, training Users on applications
* Taking backups, managing user accounts on Exchange administrator.
* Hardware and OS up gradation.

Junior Software Engineer - Wipro - HCIT Pvt Ltd Hyderabad - Apr’01-Nov’02

Key Deliverables

* Design, Development, Testing, Debugging and implementation of the modules.
* Developed and implemented ‘Hospital Information Systems’ (HIS) ERP.
* Implemented Modules of HIS at SAUDI, Punjab (Fortis), Mumbai (Wockhardt).
* Training Users on the different modules.
* UAT onsite, get sign offs for the modules and projects implemented and developed from the end user or SME.
* Onsite User Support, 24hrs a day.
* Master data gathering.
* Maintaining Error logs for File and Database servers at the implementation site.

SCHOLASTICS

* **Graduation - BSc :** Sri Venkateshwara University - 2000
* **Post-Graduation - MSc IT :** Kuvempu University - 2006

CERTFICATIONS / ACCOLADES

Certifications

* GNIIT from NIIT – 3 years course.
* ITIL V3 Foundation Certified.
* ITIL Intermediate – Service Operations.

Accolades

* Best Dressed employee of the year – Logica - 2010.
* Excellent performance of the year award – Logica - 2008.
* Runner up - General Quiz competition – Logica – 2005.
* Employee of the Month, twice in a row – Logica.
* Best team of the year award - Logica - 2005.
* 2nd prize winner for Rewards and Recognition’s program - Accenture.

PERSONAL VITAE

Name : Mubasheer Nawaz Mohammed

Birth date : 04’ October 1979

Religion : Islam

Languages Known : English, Urdu, Hindi and Telugu.

Ethnicity : Asian – Indian