

Saurav Kumar Sharma

IT Service Delivery & Operations Manager — ITIL/SIAM · M365/Intune · SLA Governance · Vendor & Incident Management

Greater Noida West (Noida), Uttar Pradesh, India · Open to On-Site / Hybrid / Remote (WFA)
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PROFESSIONAL SUMMARY

IT Service Delivery & Operations Manager with 11+ years in enterprise IT service delivery and operations. Consistent record of reliable, cost-efficient services: 99.5%+ SLA compliance, 45% faster critical-incident resolution, ~20% vendor cost reduction, and 2,000+ managed endpoints. Hands-on across ITIL/SIAM, Microsoft 365 / Intune, and vendor governance; has led technical and vendor teams of up to 22 across pan-India sites. Also builds internal automation and tooling — service portals, dashboards, workflow automation — that reduce manual effort and speed delivery.

CORE COMPETENCIES

- Service Delivery & Governance (ITIL / SIAM, SLA frameworks)
- Incident, Problem & Escalation Management
- Microsoft 365, Intune, Autopilot, Endpoint Security, MFA/SSPR
- Cross-Platform Device Management — Windows, macOS, iOS, iPadOS, Android, Linux (MDM, Compliance, Lifecycle)
- Vendor & Commercial Governance (negotiations, QBRs, renewals)
- Multi-Site IT Operations & Team Leadership (up to 22, pan-India)
- Backup / DR & Business Continuity
- Stakeholder & Senior-Leadership Engagement
- Internal Automation, Service Portals & Workflow Tooling

PROFESSIONAL EXPERIENCE

Codesaint Technologies Pvt. Ltd. — Greater Noida (Hybrid)

Oct 2024 – Present

IT Service Delivery & Operations Manager

- Own end-to-end delivery of enterprise and SME IT services — SLAs, escalations, and service governance; primary point of contact for clients and senior stakeholders.
- Manage fixed-scope / outcome-based engagements, vendors, commercials, and renewals.
- Run Microsoft 365, Intune, endpoint security, backup/DR, and Linux/Docker infrastructure for managed clients.
- Stand up internal service-enablement tooling — ITSM/ITAM portal, dashboards, workflow automation — that cut manual effort and speed delivery.

World Energy Council India — New Delhi

Nov 2021 – Sep 2024

IT Consultant

- Delivered IT consulting and service governance for national and international programs, working directly with senior stakeholders and leadership teams.
- Owned SLA compliance, vendor governance, and ~20% cost optimization through negotiations and renewals.
- Defined IT policies and compliance frameworks; oversaw cloud solutions, server management, and data security.
- Delivered/maintained the WEC India website, mobile app, social-media platforms, and collaboration tools; managed asset tracking, backups, and business continuity.

Microland Limited — Greater Delhi Area

Sep 2019 – Nov 2021

Senior Engineer — End User Services (EUS)

- Delivered enterprise IT services with strict SLA commitments (99.9% compliance); acted as escalation owner for critical incidents.
- Led up to 22 in-house and field engineers across pan-India sites — scheduling, escalation, quality, and SLA ownership.
- Managed Intune, Autopilot, MFA, and endpoint security across 2,000+ devices — Windows alongside Apple iOS, iPadOS, and macOS; reduced critical-incident resolution time ~45%.
- Delivered high-touch, priority support to regional and zonal managers; configured and maintained video-conferencing (VC) systems for leadership meetings and reviews.
- Implemented MFA and Self-Service Password Reset, strengthening security posture and cutting helpdesk volume.

Inspirisys Solutions Ltd. (formerly Accel Frontline) — Greater Delhi Area

Oct 2016 – Aug 2019

Associate Engineer — Technical Support

- Ensured 98% system uptime through proactive maintenance; maintained average ticket resolution under 2 hours.
- Mentored 6 junior engineers and led team operations in the manager's absence.

- Built a knowledge-sharing system that cut repeat incidents 35%; preventive maintenance reduced downtime 40%; optimized assets to reduce procurement costs 15%.
- Authored and governed 1,800+ SOPs and knowledge-base documents, standardizing support across the environment.

HCL Services Ltd. — Noida

Dec 2014 – Sep 2016

Associate Customer Engineer

- Provided end-user support for desktop, laptop, network, communication, and video-conferencing (VC) systems — including support to regional/zonal managers; configured domain systems, enforced group policies, maintained documentation, and supported servers, switches, and routers in an enterprise environment.

KEY PROJECTS

Enterprise IT Infrastructure Migration — NourishCo (PepsiCo → Tata Consumer)

2020 – 2021 · Remote

- Single point of contact (SPOC) for the project site — coordinated vendors and stakeholders end-to-end and led a 3-member project team (via Microland).
- Delivered NourishCo Beverages' IT transition from the PepsiCo to the Tata Consumer environment, including Microsoft 365 email, domain, and data migration — handled remotely during COVID-19.
- Provisioned and remotely shipped fully configured Tata laptops/devices to all users as part of the cutover.
- Coordinated vendors to set up VC, network, UPS, and CEO-cabin IT infrastructure at the project site.

NTPC Ideathon Portal — for NTPC Limited (Maharatna Company)

Delivered during World Energy Council India tenure · Appreciated by DGM, NTPC Limited (Dec 2023)

- Designed and delivered a digital innovation platform used by NTPC executives to submit and present startup ideas — video upload, document handling, and structured idea-submission workflows.
- Enhanced user experience and fostered an organization-wide innovation culture; recognized by NTPC leadership for its contribution to the initiative's success.

Biomass Trading Platform — World Energy Council India

- Delivered a multi-vendor e-commerce platform for buying and selling biomass across India with multilingual support — vendor dashboards, UPI payment gateway, and shipment tracking (Flutter, React, Node.js).

AUTOMATION & TOOLING (EDGE)

Beyond operations, builds internal tools and automation that support service delivery (Laravel/Filament, Python/FastAPI):

- ITSM/ITAM service portal — ticketing, SLA tracking, asset lifecycle, RBAC, automated alerts and reporting.
- Workflow & browser automation for repetitive operational tasks; dashboards & reporting for service/asset visibility.
- Open source — *mcp-openapi*, a published npm package enabling AI assistants to call REST APIs.

TECHNICAL SKILLS

SERVICE MANAGEMENT ITIL v3/v4, SIAM, SLA Governance, Incident/Problem/Change Management, Ticketing Systems

MICROSOFT / OPERATIONS Microsoft 365, Intune, Autopilot, MFA/SSPR, Endpoint Security, Active Directory, Group Policy

APPLE / CROSS-PLATFORM macOS, iOS, iPadOS, Android, Linux — MDM enrollment, compliance, patch & lifecycle management (Intune/ABM)

INFRASTRUCTURE Windows/Linux, Networking, Servers, Backup/DR, Docker, VPS

VENDOR & DELIVERY Vendor Management, Negotiations, QBRs, Renewals, Fixed-Price / Outcome-Based Delivery, Project Management

AUTOMATION & TOOLING Workflow automation, Laravel/Filament, Python/FastAPI, Power BI dashboards, MCP/AI tooling

EDUCATION

- MBA (Information Technology) — Swami Vivekanand Subharti University, Meerut (2020–2022)
- B.Tech (Computer Science Engineering) — Maharishi Dayanand University, Rohtak (2014–2017)
- Diploma (Computer Engineering) — P.D.M. Polytechnic, Bahadurgarh; Haryana State Board of Technical Education (2012–2014)

CERTIFICATIONS & TRAINING

- Advanced Certification in Data Science & Artificial Intelligence — CODE, IIT Madras (Feb 2023)
- ReEDS-India Modeling Working Group Training — U.S. Dept. of Energy / NREL
- Ethical Hacking Essentials (EHE) — EC-Council (Jul 2023) · Digital Forensics Essentials (DFE) — EC-Council (Aug 2023)