

Mohammed Masood Quadri

Address: Hyderabad – INDIA

Mobile: +91-9966409197

Email: masood.quadri@gmail.com

DOB: 01-Apr-1985

PROFILE SUMMARY

A competent professional offering over two decades of experience in monitoring and optimizing professional services in terms of consumption, quality, availability, and profitability. Track record of working with various reputed business houses, this journey has shaped me into a progressive yet mature leader. Wealth of expertise entails developing a Service Management Strategy and implementation plan for IT services.

- Excellence in preparing service descriptions and draft contracts, service templates, documents, and service level agreements (SLAs) for the company's professional services.
- Exposure to monitoring and managing Service Level Performance and reporting attainment and potential exposures promptly. Ensuring customer satisfaction and working to ensure customer relationship is maintained.
- Track record of acting as an Escalation Point of Contact for customers and the account team for service-related issues.
- Working closely with all levels of management within the company to determine needs, developing strategies, planning, and providing support for future requirements of the customers.
- Gained exposure in establishing relationships with all partners and relevant stakeholders including the IT leadership, service line, finance, business partners, and customers.
- Proven expertise in monitoring and optimizing existing IT Service Portfolio and Service Catalogue in terms of consumption, quality, availability, profitability, Incident, Change and Problem management. Ensure that the services are meeting business expectations.
- Proactive and team-oriented with proven acumen to lead & manage diverse and large teams using strong organizational skills, out-of-the-box thinking, and innovative problem-solving abilities.

CORE COMPETENCIES

|iProcess / GECIS / Genpact

Key Account management

Workplace Modernization Services

Escalation Management

Service Delivery Operation Management

Operational Metrics

Service Desk Function

Analytical & Technical skills

Customer support

CAREER TIMELINE

4 **June-2021 – June-2022** | Service Portfolio Manager | Kyndryl

3 **April 2016 – May-2021** | Transition & Engagement Manager | IBM

2 **Apr 2010-Mar 2016** | Technical Specialist | Microsoft Lync & Skype for Business Support - AT&T |

1 **Jan 2001- Mar 2010** | Senior Engineer

KEY DELIVERABLES

- Develop a Service Management strategy and implementation plan for IT services; liaise with and provide feedback to IT Service Managers on issues identified with their services and/or related processes, escalating major issues and key development requirements when identified.
- Responsible for the development of Service Desk Incident, Change, Problem and Request processes.
- Maintain an up-to-date understanding of IT Service Management developments and best practices.
- Provide regular reports and recommendations about IT Services to Service Managers and the ISS Leadership team - taking into account incidents, requests, and feedback from those using the services, and ensuring that our services are accessible and address recommendations from customer service excellence evaluations.
- Proactively identify actions required to transition projects into IT services and assist with the completion of Service Delivery plans.
- Oversee all Service Desk activities whether offered face to face, by email, or 'by phone.
- Responsible for prioritizing the development of self-service processes, based on the greatest need as identified by those who use our services.
- Accountable for prioritizing the maintenance and development of ServiceDesk tools and applications, such as Support works and Right answers.

SCHOLASTICS

- B.Com. | Osmania University, Hyderabad

TECHNICAL PROFICIENCY

- ITIL V3 Foundation (July-2012)
- CCNA (Feb-2006)
- Microsoft Certified Professional (MCP) - MS Exchange (2002)
- Microsoft Office Users Specialist (MOUS) – (2002)

PERSONAL DETAILS

- Date of Birth: 7th April 1975
- Nationality: INDIAN
- Languages: English, Hindi
- Marital Status: Married

SCHOLASTICS

- B.Com. | Osmania University, Hyderabad

TECHNICAL PROFICIENCY

- ITIL V3 Foundation (July-2012)
- CCNA (Feb-2006)
- Microsoft Certified Professional (MCP) - MS Exchange (2002)
- Microsoft Office Users Specialist (MOUS) – (2002)

NOTABLE ACCOMPLISHMENTS ACROSS THE TENURE

- Bagged the following awards:
- IBM Managers Choice Award for three consecutive years (2017, 18 & 19).
- Top performer of the year in 2015 (AT&T).
- Best performer in the team award (AT&T).
- Star Award twice- A quarterly award from the Stakeholder (GE Healthcare).
- Bronze Award in appreciation of initiatives taken in the Level 3 process GENPACT.
- Bronze Award for Best Voice of Customer (VoC) in Level 2 team.
- Merit of being chosen for representing GE Capital for "On Job Training" (OJT) for GE Power Systems in Atlanta, Georgia, USA.

WORK EXPERIENCE

June-2021 – June-2022, Service Portfolio Manager - Kyndryl (A spin off from IBM) Platform Management (SCCM), Collaboration services (O365) & Virtualization (VMware)

Adopted strategic initiatives towards the delivery of WMS (Workplace Modernization Services) on assigned account(s) as a Tower Lead. Collaborated with the account teams (i.e., Delivery Project Executive (DPE), Service Delivery Manager (SDM), and Service Integration Leader (SIL) to review the service as a whole. Efficaciously reported monthly status to this target and worked with the DPE to analyze issues and requirements and respond to requests for new services to help grow the business. Shared the reports and progress with the management and customer on monthly basis on the achieved targets and metrics. Got in more business for VMware by gaining customer trust and by providing good service consistently. Migrated all the legacy exchange accounts from Managed services to O365 successfully in the given target timeframe.

- Served as an owner of assigned account(s) and represented all WMS (Workplace Modernization Services) and deliverables.
- Collaborated with Transition/Transformation manager to complete command and control resources allocation and manage relevant documentation.
- Acted as an escalation point for the customer for service-related issues.
- Worked towards the establishment of overall account DoU (Document of Understanding) with DPE and maintain/updated/validate DoU as required.
- Maintained account information in a repository and ensured SDOM (Service Delivery Operation Management) Dashboard and Web information is correct for their accounts every month.
- Monitored the entire results of tactical plan implementation & process changes to provide feedback and suggestions for improvement.
- Administered operational metrics to evaluate performance standards and seek solutions to improve processes where needed.
- Played a pivotal role in ensuring timely execution and high-quality service delivery and ensuring SLA/SLO compliance.
- Developed reports and presented them to WMS Management and Account Team/Project Office.
- Efficaciously worked towards management of WMS global resources as necessary via the proper WMS escalation process to work with account ASLs to address specific matters.
- Improvised the reports by automation to make it error free and reduce the manual efforts, elimination of redundant work, thus providing the quality reports.

Transition & Engagement Manager - IBM (A merger-acquisition from AT&T to IBM) Microsoft Skype for Business Support Team | (April 2016 – May-2021)

Served as SPOC for new onboarded customers/ Projects/ Transitions .Build, reviewed enhanced the entire process by managing end-to-end for all new onboarding customers for completion of transitioning, process, and procedures.

- Reviewed the SOW (Statement of Work), SLA (Service Level Agreement), and other documents, understand and ensure that all the metrics and process procedures are agreed upon by both the parties.
- Led various pilot programs to test and ensure all the tools and applications are working fine, access is provisioned (if any is required) for team members.
- Involved in process streamlining and Gap Analysis, Procedure ease identification, consensus, and implementation across the team.
- Developed Interface agreements with Internal support teams & new customers.
- Responsible for Updating and maintaining team documents (SLA, Contacts, Process & Procedures, IA) in the storage portal of IBM and Incident/Change/Problem Management.
- Handled weekly & monthly reports for all the customers.
- Monitored weekly/monthly review calls with Engagement Managers (EMs) of all customers.
- Offered mentorship to new team leads and Engagement managers.
- Maintained the performance tracker for Engagement Managers for their performance review for quarterly and yearly reviews.

PREVIOUS EXPERIENCE

Technical Specialist - AT&T | Microsoft Lync & Skype for Business Support | Apr 2010-Mar 2016 Growth Path

- Apr 2010-Apr 2013: Application Engineer
- Apr 2013-Apr 2014: Process Specialist
- Apr 2014-Mar 2016: Technical Specialist

Jan 2001- Mar 2010| iProcess / GECIS / Genpact | Senior Engineer