



TAHER KHASAMWALA

IT SERVICE
MANAGEMENT

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FLAT NO 21 ,THEROYALE, KONDHWA
KHURD NIBM, PUNE, 411048, India

Birth Date
02/06/1985

Nationality
Indian

SKILLS

Customer Success Management

Project Management

Service Delivery Management

Business Relationship Management

**Problem, Change & Incident
Management**

Disaster Recovery Management

LANGUAGES

English

Hindi

PROFILE

Versatile Project Manager cum Customer Success Manager seeking a challenging career in IT Service Management. Proficient in handling hybrid IT UAE, Ireland, UK and North America accounts, eliminating problems and flaws to enhance superior customer experience. Committed to maintaining professional relationships with stakeholders by focusing on creating value proposition for customers and drive profitability for company. Skilled with strong interpersonal, technical and excellent relationship.

EDUCATION

Masters in Commerce, University of Pune

Pune | 2008 – 2009 June

EMPLOYMENT HISTORY

Project Manager at Burhani Managed IT Services

Pune | Jan 2024 - Present

Roles & Responsibilities: Burhani Managed IT Services

Initiate IT projects by preparing project kick off deck covering the scope, timelines, deliverables and pre-requisites

Build and develop the project team to ensure maximum performance, by providing purpose, direction, and motivation

Coordinate internal and external resources to ensure that projects adhere to scope, schedule, and budget

Establish and maintain relationships with relevant client stakeholders, providing day-to-day contact on project status and changes

Strong hold on communication, planning, scope management, risk management and reporting

Ensure projects meet quality, schedule and budget objectives

Establish project scope with customer and manage implementations to ensure on-time delivery

Communicate expectations, goals and feedback to the group regularly and resolve any concerns or issues actively.

Identify and address conflicts early, facilitating discussions and finding satisfactory solutions for all parties involved.

Specialist – Customer Success Manager, Sungard Availability Services

Pune | 2013 February – January 2024

Roles & Responsibilities: Sungard Availability Services

Responsible for managing client's Data center Hosting Colocation Services, Network Services, Cloud Services and Disaster Recovery (DRaaS) for clients in United Kingdom, North America and Ireland. My role involves relationship management, project management and overall responsibility to drive value and service with each customer.

Manage assigned projects to meet service delivery objectives as well as escalate to appropriate stakeholders to remove obstacles. Follows safety policies and procedures to participate in root cause analysis (RCA) of incidents.

Accountable & responsible for delivering Colo Services, Network projects which included Space, Power and Internet at multiple datacenters.

Routes service incidents and escalates with stake holders, as appropriate, to meet SLA/OLAs, with minimal disruption to the client/customer and business.

Manage relationships with clients and suppliers to ensure that all expectations are clarified, understood, documented, and met.

Accountable for the end-to-end service quality, completeness, and resulting customer experience.

Maintain a 'high touch' attentive client relationship, ensuring that all assigned accounts have appropriate Sungard AS services and a high level of customer satisfaction

Possess solid understanding of data center procedures, engage in collaboration across various teams as well as provide mentorship across data centers by sharing best practices.

Serve as the single point of ownership for technology solutions and coordinate resources globally to optimize customer and Sungard AS value.

Support organization projects from customer perspective to meet tight timelines.

Develop content and effectively lead Quarterly Business Reviews (QBRs) and other strategic client meetings requested by the customers.

Senior Practitioner Customer Relationship Management, IBM Global Process Services

Pune | 2008 January – 2013 February

Job Responsibilities:

- Worked as a Level-2 Technician on RDM and support tools.
- Identify, diagnose and resolve Level-1 problems of the user's personal computer's software, hardware, Wireless issues and support, Outlook configuration.
- Dealt with ADSL broadband circuits, exchanges and onshore teams for technical outage and issue resolution.
- Dealt with Network Management Interface [NIM] to resolve technical issues.
- Dealt with exchange engineers to resolve outages and End User technical issues.
- Dealt with Optic Fiber Broadband connections
- Resolving issues escalated by Technical Advisors by fault diagnosis tools and by over the phone troubleshooting for broadband and telephone issues.

CERTIFICATIONS

Cloud Computing Foundation, PRINCE2 Foundation & Practitioner, Six Sigma Green Belt, ITIL V4 & ITIL Intermediate

ACHIEVEMENTS

Rated 100% CSAT in the annual survey by customers as their dedicated Service Delivery Manager in 2022.

Converted highest number of Sales lead among the team of 30 in Ireland region in Q2 2023.

Achieved "Highest Survey Return Rate and Highest Customer Satisfaction Award" for Q4 2023.

Achieved "Impact Award for delivering best customer service" for Q3 2023.

LINKED IN

<https://www.linkedin.com/in/taher-khasamwala-3700b649>