



# Rahul Nethikar

ITSM · PROCESS AUTOMATION · IT OPERATIONS STRATEGY

Begumpet, Hyderabad 500016

+91 98667 37642

rahul@nethikar.in

linkedin.com/in/rahulnethikar

## SKILLS

ITIL Framework

IT Service Management

Cloud Transformation

RPA / Process Automation

Incident Management

Change Management

Problem Management

SLA Governance

Stakeholder Management

Vendor Management

Root Cause Analysis

Fishbone / 5-Whys

SWOT & Pareto

MBR / QBR

SOPs / SOWs / RFI/RFP

BCP & DR

Cost Optimization

Lean Six Sigma

Network Operations

Service Desk Leadership

Team Building

## EDUCATION

Bachelor of Science  
in Computer Science

Annamalai University

July 2002 – May 2005

## LANGUAGES

English ●●●●●

Hindi ●●●●●

Telugu ●●●●●

## PROFESSIONAL SUMMARY

Results-driven **IT Service Delivery Leader** with **20+ years of experience** driving Global IT Operations, Service Management, and Process Automation initiatives. Skilled in ITIL and governance through SOPs, SOWs, RFI/RFPs, MBR, and QBR. Strong in Account and Vendor Management, Root Cause Analysis (Fishbone, 5-Whys), and applying Pareto & SWOT for service improvement. Proven record in **SLA compliance, cost optimization,** and stakeholder satisfaction.

## CORE COMPETENCIES

IT Service Management

Global IT Operations

Service Delivery Leadership

Cloud Transformation

Process Automation

Incident & Change Management

SOPs · SOWs · RFI/RFP

Account Management

BCP & Disaster Recovery

Stakeholder & Vendor Management

Strategic Planning (SWOT, Pareto)

Cost Optimization

## PROFESSIONAL EXPERIENCE

### Service Delivery Manager

Lince Soft Solutions Pvt Ltd

Hyderabad

April 2019 – Present

- Oversee end-to-end IT Service Delivery in a **24x7 global shared services** environment, managing **80+ professionals** across Service Desk, Infrastructure, Cloud, Network, Backup, Storage, Wintel, Linux, VDI, and Collaboration tools.
- Directed cloud migration projects from private to **various public cloud platforms**, achieving **20% cost optimization**.
- Championed **RPA adoption**, enabling **1,000+ hours** in annual productivity gains and a **15% efficiency increase**.
- Established governance frameworks and SOPs ensuring **SLA compliance (95%+)** and improved escalation management.
- Partnered with global stakeholders to align IT delivery with business goals, enhancing CSAT and **reducing escalations by 30%**.
- Conducted regular MBRs and QBRs, service reviews, risk assessments, and capacity planning to strengthen operational resilience.
- Engaged in client governance forums to review SOWs, manage vendor contracts, and respond to RFIs/RFPs.

- Built and mentored high-performance teams, fostering professional growth and improving delivery maturity.

## Service Delivery Manager

Astrey India Consultancy Pvt Ltd (onsite – Google India)

Hyderabad

Feb 2014 – March 2019

### NETOPS IMPLEMENTATION & CUSTOMER ENGINEERING (FEB 2018 – MAR 2019)

- Built and managed a high-performance team of **22 Network Engineers** implementing projects across **APAC, EMEA & AMERICAS**.
- Oversaw delivery of Network Infrastructure Projects — plan, design, staging, implementation, migration, testing & handover for new sites, expansions, and lifecycle management.

### IT OPERATIONS (FEB 2014 – MAR 2018)

- Oversaw IT support for **4,000 FTEs** and **38,000 TVCs** across all Google India sites.
- Governed service delivery via SOP-driven processes; achieved **95%+ CSAT** through regular MBRs and QBRs with stakeholders.
- Led seamless execution of **FDOB (First Day of Business)** projects across cross-functional teams.
- Negotiated **zero-cost vendor support agreements** (Apple, Dell, HP, Lenovo, Ricoh), reducing operational overheads.
- Established 24x5 IT support for Vendor Operations and standardized Asset Management processes.
- Advocated and led **diversity initiatives**, increasing female workforce participation.

## Service Delivery Manager

Olive Data Centre Pvt Ltd

Hyderabad

March 2013 – Jan 2014

- Led multi-client IT operations in Data Centre Managed Services, ensuring BCP, cost optimization, SLA adherence & CSAT.
- Directed data centre migration from Bangalore to Hyderabad with **zero downtime** across 30 branches (Ascend Telecom / Reliance IDC).
- Governed **Disaster Recovery Management** with Perpetuuti ensuring High Availability for banking client AP Mahesh Bank.
- Established stakeholder engagement with developers to align IT Ops with eCommerce & Web Hosting needs (Sunera Technologies).

## Assistant Manager

Selectsys India Pvt Ltd

Hyderabad

Dec 2011 – Feb 2013

- Oversaw Technical Support delivery for US Tech Support, applying **Lean Six Sigma** and Root Cause Analysis (Fishbone, 5-Whys).
- Spearheaded Lean Six Sigma initiatives improving CSAT, agent utilization & QA scores to **95% each**.
- Managed workforce planning and SLA adherence; introduced quality audits and compliance checks.

## Team Leader

Mahindra Satyam BSG

Hyderabad

April 2008 – Nov 2011

- Directed daily operations and KPIs for Verizon HSI Technical Support (Inbound Voice).
- Contributed to a **Six Sigma Green Belt** project — Time & Motion Study; improved NPS from ~15% to **25–30%**.
- Participated in a **Black Belt Six Sigma** project that improved Service Level from 82% to **92%** by reducing AHT and OutBound Calling.
- Led War Room exercises and Joint Call Monitoring with Clients, QA & Senior Management; applied SWOT analysis for service improvements.
- Monitored SLA compliance via KPIs: NPS, AHT, QA, and FCR.

## Subject Matter Expert (SME)

Knoah Solutions Pvt Ltd

Hyderabad

Nov 2005 – March 2008

### SME (AUG 2007 – MAR 2008)

- Handled call escalations, conducted floor walks, and provided real-time support to agents.
- Collaborated with WFM, IT & Admin to ensure uninterrupted service delivery.

### VOICE SUPPORT OFFICER (NOV 2005 – JUL 2007)

- Resolved Earthlink customer internet – email issues with high accuracy and service quality.