



ITHELPLINE TRAINING SERVICES

IT service management trainer

Our trainer has been associated with the IT industry for over two decades in various capacities as facilitator, educator, coach and team leader.

Trainings conducted

A certified trainer and facilitator; he has designed and conducted various successful customized in-house workshops and training programs and logged thousands of hours in functional and technical training for different kinds of organizations.

Listed below are a few:

Delivered corporate exclusive batches for:

Alamy Images, Alcon Labs, Allianz Cornhill, Altisource, Aprameyah, Aurora Red, Bank of America, CA Technologies, Collebera, Cvent, Dimension Data, Everonn, ITC Infotech, Katara Cultural Village, OVID Media, Processworks, Supervalu, Tata Teleservices, UCB, Wipro, Xchanging, Xellentro ..

Participants for training included candidates from:

Bharti Telemedia, Cambridge Technology, Converteam EDC, CSC, DBOI, EMC, Ernst & Young, Flytxt, Future Generali, GE Energy Power, GDI, HCL, Hitachi Consulting, IBS, ITFOOTPRINTS, Keane, LCIPL, Mach India, Maersk Oil, Mahindra Satyam, McAfee, MJunction, Mphasis EDS, NTPC, Paragon Biomedical, Perot Systems, Philips, Promatas, Pyramid HR, Roshcomm, RPS Consulting, SingTel, Societe Generale, Symphony Services, TCS, Technosoft Corp, Techsol, Turning Point, US Technologies, Vamsoft, Videocon, Volvo ...

Armed with a strong technical and management background, he is well positioned to provide both the business and the technology view of services, its delivery and management.

An expert trainer and facilitator, he possesses excellent communication and presentation skills and a capability of interacting at all levels. He is accredited to deliver training up to the Expert level. His strengths lie in his personal involvement with the participants so as to bring out the best in them.

Summary

- 20+ years IT service management experience
- Consulted with over 100 organizations
- Program manager for million-dollar projects
- Passionate educator and lifelong learner
- Highly rated facilitator and speaker
- Over 50 batches conducted for 6000+ students

Qualifications

- Bachelor of science in Computer science
- Certified in ITIL (Manager, Expert)
- PMP and PRINCE2 certified practitioner
- IRCA certified auditor ISO9000/20000
- Certified ISO27000 lead implementer
- Lean Six-sigma black-belt
- COBIT certified and CGEIT passed
- RESILIA foundation
- Other product / technical certifications

Core competencies

- ITIL Process/Service management implementation
- ITSM Product deployment & software integration
- Project management- cost/schedule/risk analysis
- Business process analysis / Flow engineering
- Define metrics framework & performance criteria
- Process compliance and internal audit
- Courseware creation and LMS management
- Training, mentoring and instruction

Product knowledge

- Remedy/Magic total service desk, ININ CIC
- LANDesk suite, Zero administration client
- NAI desktop security / Firewall, Sniffer etc.

Career history

- ITHL Principal consultant (2006)
- FDSME Services manager (1996 - 2005) U.A.E
- UBS Systems analyst (1994 - 1996) U.A.E
- PRISM Programmer (1992 - 1993) India