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| **Nitish Reetoo** |
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**PROFESSIONAL SUMMARY**

An experienced Information Technology Manager, specialised in service delivery and oversight of complex program and project management across geographies, industries and time zones as well as in IT Infrastructure architecture solutioning at the global level, including IT cost optimisations, IT operations and support worldwide including supplier management. Anticipate client requirements, ensure IT services alignment to business needs with a focus on financial and stakeholder management. Provide innovative approaches to infrastructure implementation and focused on addressing support process and compliance gaps proactively. Previous work experience throughout Australia as part as part of a managed services company supporting some of the major Australian companies. Well versed in the digital workplace and worker area, including collaboration tools as well as core architecture and security products.

**KEY EXPERTISE, TECHNICAL SKILLS & ROLE RELATED TRAININGS**

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| * Enterprise & Security Architecture | * Microsoft 365 |
| * IT Program, Projects & Operations, Management * Reliably meet demanding deadlines & targets, working well under pressure | * ITIL v4 Foundation Certificate in IT Service Management (2020) * Understand, manage and adopt a positive attitude to change. |
| * Microsoft Azure Fundamental (2020) | * Stakeholder & People management |
| * IT Architecture Quality Assurance | * Microsoft Certified Professional. (2009) |
| * Digital Transformation | * Strategy Development and Planning |
| * Technology service strategy & readiness for production delivery | * Information Security and Risk Management – ISO27001 |

**EDUCATION**

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| **Tertiary: Postgraduate** | **Master Of Business** **Information Systems** |
| July 2006 – Dec 2007 | Victoria University (**MSc**) (Distinction) |
| **Tertiary: Undergraduate** | **Bachelor Of Business** **Information Systems** |
| Nov 2003 – Jul 2005 | Central Queensland University (**BSc**) |
| July 2000 – Nov 2001 | **Advanced Diploma Information Systems**  RMIT |

**PROFESSIONAL EXPERIENCE**

**MAY 2024 to DEC 2024: International SOS African Service Limited, Moka, Mauritius.**

**Position Held: SEA Regional IT Operations Manager (Angola, Mauritius, Madagascar, Mozambique & East Africa)**

* IT Operations & Project management for the SEA Cluster part of the Middle East and Africa Technology team.
  + 3 Clinics in Angola, 1 Clinic and 1 Office in Mozambique, 2 Offices Mauritius and 1 in Madagascar + remote sites across East Africa Cluster.
  + On top of end user support, my teams were also supporting EMR Systems (Electronic Medical Records) as well as ongoing technology related projects.
  + Financial review, vendor management, asset management, ISO27001 preparations.
* Key Achievements in the 5 months at the company.
  + Successful completion of SDWAN migration for Angola & Mauritius.
  + Successful Migration of Avaya Systems to Microsoft Teams and NICE for Angola.
  + Mauritius Office fit out (re-cabling, switch movement, additional links, refresh of assets).
  + Mauritius 2nd Office Build Out.

**JUN 2011 to MAY 2024: ACCENTURE Services Mauritius Limited in Ebene, Mauritius.**

Accenture is a multinational professional services company present in 51 countries and serving clients across 120 through offerings around Strategy & Consulting, Interactive, Technology & Operations.

**Nov 2016 To May 2024**: **Client Delivery Services Strategy (Technology Service Delivery Manager)**

* Technology / ICI / Infrastructure Services for Accenture / Control Services

Scope: Global, all Accenture Client Delivery locations (100+), ~400,000 users.

* Leading the Digital Worker Portfolio since 2016 and deputizing for as team lead during that time. My portfolio during the last 7 years included over 80 programs and projects ~ 60 M USD delivered with agility and no impact to business and in some instances ahead of schedule.
* Cost optimization during that time on the above projects and activities link to Ecosystem Supplier management role for client delivery ~ 2M USD.

**Sept 2014 to Nov 2016**: Products & Project – **Service Delivery Assurance (Client Services Delivery Associate Manager)**

* Lead several programs and projects under the Core Architecture (rebranded as Cloud) and Security portfolio along with supplier management role to address challenges with major vendors in our Client Delivery.
* Expedited resolution of potentially high impact incidents by coordinating efforts with suppliers via our Ecosystem Supplier management team and location team along with vendor. From September 2014 till August 2016, there were 22 major incidents involving a major player in hardware impacting 15 of main facilities in India which could have potentially impacted ~ 80,000 employees.

**June 2011 to September 2014: BPO IT Account Manager**

* Providing IT project management services for enabling new business for BPO, involve from initiation to closure.
* Successfully completed Office move relocation project: Role as AMT was to project manage technology related items for BPO projects and ensuring technology was fully tested and available for smooth move from old office to new office. Worked very closely with all key stakeholders.
* Successfully deployed new Accenture shared fully resilient connection between Accenture Italy and Mauritius.

**January 2008 – May 2011: Datacom -** [**http://www.datacom.com.au**](http://www.datacom.com.au)

**Position(s) Held: Team Leader – Windows Team** March 2010 – May 2011 **Systems Engineer – Windows** July 2009 – March 2010

**Operations Analyst**  January 2008 – June 2009

* Recruited as an operations analyst to administer, configure, and manage SAP Basis environment (ISU/CRM/BI/BW) and to manage and optimise backups using HP Data Protector and HP Media Operations. Successfully completed the MCP Exam and ITIL V3 Foundation Certificate in IT Service Management and moved on to join the Windows Team as a systems engineer. As such, I was deployed on to various system implementation and migration projects throughout Australia. After demonstrating outstanding mentoring and coaching skills, was promoted to Team Leader of the Windows Team.

**July 2004 – December 2007: Australian Receivables Limited -** [**http://www.arlcollect.com.au/**](http://www.arlcollect.com.au/)

**Position Held: Accounts Manager**

* Managing portfolio of accounts for clients and managing team of 5 – 7 agents that would initiate the recoveries via phone or onsite visits.
* Assisting in insurance claims and disputes by liaising with major insurance companies, their clients and third parties.
* Creating custom reports using Microsoft SQL Server Management Studio then importing those into the in-house developed software for use by other team leaders and managers.

**September 2001 – July 2004: eKit.com - www.ekit.com**

**Position Held: Helpdesk Team Leader September 2001 – July 2004**

* Managing a team of 10 customer service representatives.
* Troubleshooting website access and email access for customers using the service in over 150 countries. Please refer to above website for details.
* Dealing with customers via phone and email to assist in their usage of the calling card, integrated voicemail, text messages and emails.

**LANGUAGE SKILLS:**

Bilingual: English / French

**PERSONAL DETAILS:**

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| **Date of Birth:** 27th July 1979 | **Nationality:** Mauritian and Australian |
| **Marital Status:** Married | Valid Mauritian Driving license |