



# Pritish Khorugdharry

HEAD OF APEX

## Details

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DRIVING LICENSE

Valid

## SKILLS

ITIL Framework

Incident Management

Problem Management

Service Level Management

Process Improvement and Optimization

Service Delivery and Support

IT Service Management (ITSM)  
Tools

Root Cause Analysis

Problem Resolution

Stakeholder Management

## Profile

Strategic Senior IT Manager with over 6 years of experience leading cross-functional teams and managers in enterprise environments. Specialized in ERP systems and IT Service Management (ITSM), with strong ITIL expertise. Proven track record in optimizing business processes, enhancing service delivery, and driving organizational change. Skilled in coaching leadership talent, scaling teams, and delivering complex initiatives that align technology with business goals.

## WORK HISTORY

### Head of AXPEX (Analytics & Process Management), LittleBig Connection

AUG 2025

- Lead the continuous improvement and standardization of processes across operations, ensuring efficiency and alignment with organizational goals.
- Analyze and document end-to-end workflows for order management, customer support, and billing, identifying gaps and implementing optimized processes.
- Define, monitor, and report on KPIs measuring process efficiency, operational performance, and service quality.
- Oversee implementation, maintenance, and enhancement of support tools used by the Center of Excellence (CoE).
- Design and develop Business Intelligence (BI) dashboards to improve business visibility, operational monitoring, and decision-making.
- Collaborate with business analysts, IT teams, and functional experts to ensure seamless integration of technologies and standardized practices.
- Drive automation initiatives to reduce manual tasks and improve workflow efficiency.
- Provide training, guidance, and documentation to teams regarding new tools, processes, and standards.
- Establish a continuous improvement framework leveraging data analysis, internal feedback, and best practices.
- Ensure compliance with SLAs and contractual commitments for internal clients, guaranteeing high-quality and reliable service delivery.

### Team Coaching, Planning & Organising Leaderships Workshops, SDWORX

NOV 2023 – AUG 2025

- Ensure timely case resolution within SLAs, provide detailed Root Cause Analysis (RCA), and track progress using corporate tools (MySP, SNOW, Cherwell).
- Oversee internal coordination of Managed Services contracts, ensuring proper governance and contract management.
- Manage new contracts by coordinating internal services, monitoring P&L compliance, billing, workload, and administrative updates, and tracking contract expiration dates.
- Conduct periodic performance and compliance checks to ensure contractual commitments are met; escalate issues and recommend improvements.
- Serve as a point of contact for contract-related inquiries and complaints, ensuring client satisfaction through continuous assessments.
- Support SDMs (Service Delivery Managers) and RSCs (Regional Service Coordinators) with financial tracking, governance duties, and participation in governance meetings.
- Develop and maintain dashboards to monitor key operational metrics, identify improvement opportunities, and report to International Management.
- Lead and develop Tier 1 & Tier 2 service teams, promoting operational excellence for internal and external customers.
- Define KPIs, coach teams toward quality objectives, implement best practices, and ensure compliance with SLAs, SOPs, ISAE3402, and GDPR.

- Strengthen stakeholder relationships, manage complaints effectively, enhance NPS, and promote organizational strategies and service excellence.

## INCIDENT AND PROBLEM MANAGER, RANK INTERACTIVE

MAY 2023 – NOV 2023

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Case Resolution & RCA: Ensure timely case resolution within SLAs, provide Root Cause Analysis, and track progress using corporate tools (MySP, SNOW, Cherwell). •Managed Services Contract Coordination: Oversee internal coordination of Managed Services contracts in a back-office role, ensuring governance and contract management. •New Contract Management: Handle new contracts, coordinate internal services, monitor compliance with P&L, billing, workload, and administrative updates, while flagging contract expiration dates. •Performance & Compliance Monitoring: Conduct periodic checks to ensure contractual commitments are met, escalate issues to management, and propose improvements. •Client & Stakeholder Engagement: Act as a point of contact for contract-related inquiries and complaints, ensuring client satisfaction through regular assessments. •Support for SDM/RSC: Assist SDM (Service Delivery Managers) and RSC (Regional Service Coordinators) in financial tracking (P&L) and contract governance, participating in governance meetings when required. •Dashboard & Reporting: Develop and maintain a dashboard to monitor key metrics, identify improvement areas, and report to International Management. •Team Leadership & Growth: Lead and develop Tier 1 & 2 service teams, supporting internal and external customers to achieve operational excellence. •Operational Efficiency & Compliance: Define KPIs, coach teams for quality targets, implement best practices, and ensure compliance with SLAs, SOPs, ISAE3402, and GDPR. •Customer & Stakeholder Engagement: Strengthen relationships with stakeholders, manage complaints effectively, enhance NPS, and promote company strategies and service excellence. •Incident & Problem Management: Oversee and manage all Major (P1 & P2) and potential (P3) incidents, ensuring swift resolution and minimal service disruption. •End-to-End Resolution & Escalation: Lead major incident resolution,

## GLOBAL INCIDENT MANAGER, ALLIANZ SERVICES MAURITIUS

OCT 2021 – MAY 2023

- Incident Management: coordinate across teams and third-party suppliers, and serve as the escalation point for service restoration.
- Communication & Stakeholder Management: Ensure clear, timely updates to business and IT stakeholders throughout the Major Incident Management (MIM) process.
- Continuous Improvement & Reporting: Develop a knowledge base, conduct trend analysis, enhance incident management processes, and provide regular performance reports.
- Design & Implement Processes: Define, refine, and implement best practices, tools, and frameworks for incident and problem management to improve efficiency and response times.
- Provided technical support for the resolution of complex problems.
- Led a team of 6 mid-level managers and oversaw departmental operations
- Delivered year-over-year performance growth of 21% by implementing data-driven strategies.
- Achieved 11% improvement in productivity & budget through process optimization.
- Facilitated communication between different departments during issue resolution process.
- Researched new technologies that could help automate problem management tasks.

- Identified, documented and tracked incidents, problems and requests.
- Developed plans for proactive problem prevention initiatives.
- Performed root cause analysis to determine underlying causes of recurring incidents.
- Collaborated with teams across the organization to ensure timely resolution of issues.
- Managed multiple projects simultaneously while ensuring customer satisfaction.
- Trained staff on best practices for incident reporting and escalation procedures.
- 24/7 Security Monitoring: Conduct global security monitoring and incident coordination within 24/7 shifts, with potential expansion to 24/7.
- Threat Identification & Assessment: Detect and evaluate potential threats using advanced security tools and collaborate with global stakeholders.
- Incident Ownership & Routing: Assign incident owners, identify relevant stakeholders, and direct critical information to expert functions.
- Stakeholder Communication: Ensure effective communication with stakeholders for incident resolution and closure.
- Additional Responsibilities: Perform any related duties as assigned by management.
- Handle calls professionally.
- Analyze customer requests and determine appropriate action.
- Create incident tickets when required.

## **NETWORK ENGINEER, ORANGE BUSINESS SERVICES (BOS)**

JUL 2018 – OCT 2021

## **SERVICE DESK SPECIALIST, ORANGE BUSINESS SERVICES (BOA)**

JUL 2021

Apply Delivery Helpdesk (DHD) process workflow.

- Report issues to the DHD expert team.
- Follow up with DHD expert team and French TSC.
- Monitor DHD logger to ensure all tickets are attended to.
- Perform checklisting activities.
- Support field engineers and customers with service requests.
- Provide regular status updates.
- Perform configuration/migration on backbone and customer sites.
- Verify and correct configurations of routers, switches, and network nodes.
- Ensure customer acceptance tests are successful.
- Activate/deactivate equipment supervision when required.
- Update SI tools after each operation.
- Categorize, prioritize, and escalate unresolved incidents/service requests.
- Ensure resolution within defined SLA levels.
- Follow up on escalations with the DHD Expert team.
- Ensure proper logging of DHD tickets.
- Communicate incident progress and resolution.
- Suggest amendments to the knowledge base (Wiki).
- Assist with training provided by the DHD Expert team.
- Incident Management: Handle client-reported incidents, process calls, open cases, and communicate effectively with different teams while adhering to Service Level Agreements (SLA).
- Technical Support: Take charge of complex technical incident resolution, provide guidance to clients on solutions and upgrades, and offer proactive technical advice.
- Problem Analysis: Identify issues, analyze their causes, propose, and implement corrective action plans.
- Collaboration: Work closely with teams located in France and coordinate site-related activities during crisis management.
- Documentation & Training: Maintain operational documentation, write

procedures, and train new employees on processes, standards, and safety protocols.

- Client Communication: Regularly update clients on the status of operations and ensure their satisfaction through exceptional service.
- Process Improvement: Participate in process reviews and contribute to the evolution of practices based on client requirements.
- Enter and maintain financial data in databases accurately.
- Prepare reports on financial performance and assist in audits.
- Ensure compliance with regulatory requirements.

## **BACK OFFICE SUPPORT ANALYST, VIBHS**

JAN 2018 – JUL 2018

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## **DATA ENTRY OFFICER, ACCENTURE**

OCT 2014 – NOV 2017

Support the front office with documentation and transaction processing.

- Troubleshoot and resolve technical issues for internal users.

- Maintain and update IT documentation and user manuals.
- Assist in the implementation of new software and systems.
- Monitor system performance and security protocols.
- Input and update data from various sources into systems and databases.
- Ensure data accuracy, consistency, and quality by verifying and cross-checking information.
- Follow company procedures and data protection regulations while handling data.
- Perform regular data backups, updates, and quality checks to prevent loss or errors.
- Organize and file electronic and paper records for easy retrieval and reporting.
- Assist in preparing data reports, summaries, and audits as required by management.
- Collaborate with teams to resolve data-related issues and improve processes.
- Maintain data confidentiality and troubleshoot issues with data management tools.
- Team Leadership & Motivation: Inspire and foster a positive, collaborative work environment.
- Training & Development: Provide guidance and support to enhance team skills and knowledge.
- Performance & Task Management: Monitor performance, give feedback, delegate tasks efficiently.
- Conflict Resolution & Communication: Address conflicts and ensure clear communication across teams.
- Floor Operations & Customer Service: Oversee daily activities, resolve customer inquiries, and maintain satisfaction.
- Sales & Inventory Management: Contribute to sales targets, ensure proper inventory levels, and maintain merchandising standards.
- Compliance & Scheduling: Ensure adherence to policies and manage staff schedules for optimal coverage.
- Perform coding duties within a specified timeframe
- Provide assistance with software support and troubleshooting through interaction with the customer
- Maintain proper coding practices and documentation, even under deadlines
- Perform software quality assurance
- Collaborate with business analysts and developers to produce software designs
- Formulate program specifications and basic prototypes
- Transform software designs and specifications into high functioning code
- Integrate individual software solutions to higher level systems
- Perform bug-fixing
- Perform upgrades to make software and systems more secure and efficient
- Collaborate with technical writers to create documentation for user support.

## **TEAM LEADER AND FLOOR MANAGER, SEAM**

SEPT 2009 – NOV 2011

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## **E-BOOK PROGRAMMER AND TEAM LEADER, GLI**

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## EDUCATION

**Bachelor of Science, Middlesex University, Mauritius**

OCT 2016

| Psychology

**BSC, NCC EDUCATION**

| COMPUTER SCIENCE

**INTERNATIONAL FOUNDATION PROGRAM, Middlesex University**

**HIGHER SCHOOL CERTIFICATE, John Kennedy College**

**SCHOOL CERTIFICATE, John Kennedy College**

### Additional Courses & Certifications

- Certificate in Leadership
- IELTS Certificate
- Oracle Database Administrator Bootcamp
- Oracle E-Business Suite Training
- Oracle Apps Training
- Lean Six Sigma – Green Belt