

AMIT VERMA

ENTERPRISE DELIVERY, TRANSFORMATION & ASSURANCE

Service Delivery • Operational Readiness • Technology Risk & Controls

+91 98810 78926 | amit@amitaverma.com | <https://amitaverma.com> | <https://www.linkedin.com/in/amitarunverma>

EXECUTIVE PROFILE

Technology delivery, service assurance and transformation leader with 20+ years across enterprise infrastructure, IT operations, service transition, operational readiness, audit, technology controls and business resilience. Experienced in complex global delivery environments where change needs to be evidenced, risks made visible, ownership clarified and services prepared for live operation. Combines practical infrastructure understanding with governance, stakeholder coordination and measurable delivery improvement.

CORE CAPABILITIES

- Service Delivery & Operational Governance
- Transformation Assurance & Readiness
- Infrastructure & Cloud Workload Assurance
- Asset Data Quality & Compliance
- Acceptance-to-Run & Service Transition
- Technology Risk, Audit & Controls
- Incident Recovery & Resilience
- Process Improvement & Stakeholder Management

TECHNOLOGY & GOVERNANCE CONTEXT

• Enterprise infrastructure and cloud workloads • ServiceNow implementation / operational assurance • Acceptance-to-Run • IT asset governance • DPDP assessment • ISO 27001 • Vendor and procurement controls • BCP, DR and work-area recovery • Operational readiness and service transition.

DELIVERY & ASSURANCE HIGHLIGHTS

- Provided Acceptance-to-Run and transformation assurance across 2,000+ VMs and cloud workloads.
- Supported recovery of 1,500+ malware-impacted servers in about two weeks.
- Transitioned 100+ DR programmes to an India-managed model, led a 25-person team and reduced DR test failures by approximately 90%.
- Improved a D365 procure-to-pay workflow from approximately 14 days to 3 days.
- Reviewed asset-data quality across approximately 10,000 IT asset records and supported physical validation of 500+ Dell machines.
- Conducted a DPDP assessment for a candidate-sourcing portal containing 65,000+ CV records; documented residual risk for written acceptance by the CISO/DPO.
- Recovered £30,000 in vendor charges and identified £60,000 in avoidable charges over three years.
- Supported GCC and operating-model change, including site and asset rationalisation and approximately ₹1 crore in annualised recurring occupancy-cost recovery.

DELIVERY APPROACH

- Use evidence and control checks to test readiness rather than relying on status reporting alone.
- Make risks, dependencies, actions and accountable owners clear to delivery and business stakeholders.
- Connect infrastructure teams, service owners, security, audit, vendors and business teams to close gaps.
- Support remediation through implementation and stabilisation, then validate whether the issue was actually resolved.

TRANSFORMATION & OPERATING MODEL

AMS / FlexAbility by AMS | General Manager – IT Operations, Service Delivery & Compliance | May 2024–September 2025

- Supported India-side GCC implementation and operations with senior India and UK stakeholders. Contributed to Pune scale-up, site due diligence, IT asset governance, business continuity, policy/process adoption, procurement and workflow improvement. Pune grew from about 500 employees in 2024 to about 1,000 by September 2025.

PROFESSIONAL EXPERIENCE

Capgemini | Senior Service Assurance, Audit & Transformation Manager; earlier Network Services / delivery roles | December 2016–April 2024

- Worked across service delivery, Acceptance-to-Run, service transition, infrastructure transformation, operational readiness, technology risk, audit and controls. Assured change across 2,000+ VMs and cloud workloads and supported ServiceNow implementation and operational assurance—not platform development or administration.
- Supported recovery of 1,500+ malware-impacted servers in about two weeks. Improved D365 P2P from 14 days to 3 days. Contributed to data-quality and control work across about 10,000 IT asset records and a DPDP assessment for a portal holding 65,000+ CV records. Recovered £30K in vendor charges and identified £60K in avoidable charges.

SunGard Availability Services | Operations, DR Programme & Service Delivery Leadership | April 2009–January 2012; March 2015–December 2016

- Transitioned 100+ DR programmes from a US-managed to India-managed model, led a 25-person team and reduced DR test failures by approximately 90%. Supported work-area recovery and site operations, including a 27,000 sq ft Barclays client project across Noida, Thane and Chennai. Work included technology, facilities, audit, maintenance, connectivity, security, vendors, testing, readiness and handover.

Vodafone India Services / Vodafone Shared Services | Business Continuity Manager | January 2012–February 2015

- Worked with the CTO organisation and shared-service teams on BCP, BIA, RTO/RPO, crisis readiness, site resilience, recovery planning, Pune office relocation and Ahmedabad call-center resilience.

ADDITIONAL BUSINESS EXPERIENCE

- Palashver Foods | Founder / Business Development | January 2026–Present — Building a food and spices business, including sourcing, customer development, supplier coordination, retail sales and export-market preparation.

EARLIER CAREER

EDS | Infrastructure, Projects & Customer Delivery | January 2007–March 2009

Symantec / Veritas | Backup, Recovery & Infrastructure | October 2005–December 2006

Convergys | Technical Support | January 2005–September 2005

EDUCATION & CERTIFICATIONS

- Bachelor of Technology (Electrical) — Kurukshetra University, 1998–2002
- Certified Information Security Manager (CISM) • ISO/IEC 27001:2022 Lead Auditor
- Microsoft Certified: Azure Fundamentals (AZ-900)
- CompTIA Network+ • CompTIA Security+
- TOGAF • CBCI • SSGB • HIPAA
- IIMA Leadership & Communication