

AMIT VERMA

TECHNOLOGY & OPERATIONS TRANSFORMATION LEADER

Executive Master CV

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

EXECUTIVE PROFILE

Technology and operations leader with 20+ years across IT operations, service delivery, infrastructure, business resilience, technology assurance and transformation. Experience spans India GCC implementation and scale-up, service assurance, audit and controls, disaster recovery, infrastructure change, site and asset rationalization, and cross-functional stakeholder leadership. I connect business priorities with practical execution, clear ownership and measurable outcomes.

CORE CAPABILITIES

- IT Operations & Service Delivery Management
- GCC Implementation & Operating Models
- Business Continuity, DR & Resilience
- Vendor, Asset & Commercial Governance
- Technology Transformation & Service Readiness
- Governance, Risk, Audit & Compliance
- Infrastructure, Cloud & Service Management
- Executive Stakeholder & Team Leadership

CAREER HIGHLIGHTS

- Supported India-side AMS GCC implementation through site selection and operational setup; Pune grew from about 500 employees in 2024 to about 1,000 by September 2025.
- ISO 27001 Recertification: Led readiness and assurance activities, coordinating evidence, control compliance and remediation to support successful certification for multiple sites
- DPDP Assessment: Assessed a candidate-sourcing portal containing 65,000+ CV records against DPDP requirements, documenting residual risks for formal acceptance by the CISO/DPO
- Contributed to consolidation of about 80% of reusable IT inventory into Pune while retaining minimum local business-continuity and daily transaction capability.
- Contributed to approximately ₹1 crore in annualized recurring occupancy-cost recovery through site and asset rationalization.
- Negotiated subsequent laptop procurement pricing against an established baseline, delivering approximately ₹3 crore in realized procurement savings; a vendor Buy & Hold arrangement generated approximately ₹50 lakh in storage-cost savings.
- Improved a D365 procure-to-pay workflow from approximately 14 days to 3 days.
- 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 program to an India-managed model, led a 25-person team and reduced DR test failures by approximately 90%.
- Recovered £30,000 in vendor charges and identified £60,000 in avoidable charges over three years.
- Supported control reviews spanning approximately 10,000 IT asset records, physical validation of 500+ Dell machines, and a DPDP assessment covering a portal with 65,000+ CV records.

OPERATING ENVIRONMENTS

- Global service delivery • Enterprise infrastructure and cloud • IT asset and vendor management • Service-management implementation • Technology controls and audit • BCP, DR and work-area recovery • India GCC and shared services.

LEADERSHIP APPROACH

- Connect business, technology, facilities, finance, HR, security and delivery teams to move complex work forward.
- Translate change plans into operating controls, readiness checks, action ownership and evidence-based acceptance.
- Lead service assurance, audit follow-up, risk assessment, incident coordination, vendor discussions and remediation tracking.

MOST RECENT ROLE

FlexAbility by AMS (Part of Korn Ferry now) | General Manager – IT Operations, Service Delivery & Compliance | May 2024–September 2025

- Supported India-side GCC implementation and operations with India CFO, CEO / Head of Sales and CHRO, plus UK CISO, CTO and Head of Facilities. Scope included scale-up, site due diligence, IT and asset governance, operating-model development, continuity, workflow improvement and policy/process adoption.

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, transformation assurance, operational readiness, technology risk, audit and controls. Assured change across 2,000+ VMs and cloud workloads; supported ServiceNow implementation and operational assurance; helped recover 1,500+ malware-impacted servers in about two weeks; improved D365 P2P from 14 days to 3 days; contributed to asset-data quality work across about 10,000 records; recovered £30K in vendor charges and identified £60K in avoidable charges.

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

- Reported to the Vodafone CTO and worked with TSSC, NSSC, HRSSC, FSSC and Internal IT Operations. Led BCP, BIA, RTO/RPO work, crisis readiness, site resilience and recovery planning; supported Pune office relocation and Ahmedabad call-center resilience.

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

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

ADDITIONAL BUSINESS EXPERIENCE

Palashver Foods | Founder / Business Development | January 2026–Present

- Building a food and spices business covering sourcing, customer development, supplier coordination, retail sales and export-market preparation.

EARLIER CAREER

EDS | Infrastructure, Projects & Customer Delivery | January 2007–March 2009 — Infrastructure coordination, project work and customer delivery.

Symantec / Veritas | Backup, Recovery & Infrastructure | October 2005–December 2006 — Enterprise backup, recovery and infrastructure support.

Convergys | Technical Support | January 2005–September 2005 — Technical troubleshooting, customer support and service discipline.

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