

AMIT VERMA

GCC & SHARED SERVICES LEADER

India Operations • Capability Setup • Operating Models

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EXECUTIVE PROFILE

Technology and operations leader with 20+ years across India-side GCC implementation, shared-services environments, site and asset rationalisation, business continuity and service delivery. Worked with India and UK leadership across finance, business, HR, technology, security and facilities to support an operating model that can scale while maintaining control, resilience and day-to-day service continuity.

LEADERSHIP FOCUS

• GCC setup and scale-up • Shared services • Site and asset rationalization • Operating-model implementation • Service delivery • Business continuity • Procurement and vendor governance • Cross-functional leadership.

CORE CAPABILITIES

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| • India GCC Setup & Scale-up | • Shared Services & Operating Models |
| • Site Due Diligence & Workplace Readiness | • IT Asset Consolidation & Governance |
| • Vendor & Procurement Controls | • Business Continuity & Local Resilience |
| • Cross-functional Executive Stakeholders | • Process Improvement & Service Delivery |

GCC & SHARED SERVICES IMPACT

- Supported India-side GCC implementation from site selection through operational setup until a full-time Center Head was appointed.
- Pune grew from about 500 employees in 2024 to about 1,000 by September 2025; supported operating-footprint and Pune COE direction.
- Worked with India CFO, CEO / Head of Sales and CHRO, plus UK CISO, CTO and Head of Facilities across finance, people, technology, security and facilities.
- Assessed potential Pune sites across Kharadi, Yerawada, Baner, Hinjewadi and Viman Nagar; contributed to Mumbai-BKC safety and ISO-readiness observations.
- Consolidated about 80% of reusable IT inventory into Pune while retaining minimum local BCP and daily transaction capability.
- Contributed to recovery or closure of under-used Andheri and iSprout facilities and approximately ₹1 crore in annualised recurring occupancy-cost recovery.
- Delivered approximately ₹3 crore in realised procurement savings through renegotiated laptop pricing against an established baseline; a vendor Buy & Hold arrangement generated approximately ₹50 lakh in storage savings.
- Improved D365 procure-to-pay workflow from approximately 14 days to 3 days.

HOW I WORK

- Bring business, finance, HR, IT, security and facilities stakeholders into a shared plan with clear decisions and owners.
- Balance scale-up with business continuity, minimum local capability, asset control and service stability.
- Use site evidence, cost baselines, inventory validation and readiness checks to support decisions.
- Support policy and process adoption across an operating model without overstating transaction or M&A leadership.

PROFESSIONAL EXPERIENCE

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

- Supported India-side GCC setup and operations with senior India and UK stakeholders. Work covered Pune scale-up and COE direction; site due diligence; IT and asset governance; continuity; vendor and procurement discussions; workflow improvement; and policy/process adoption.
- Contributed to reusable IT inventory consolidation while retaining local continuity and transaction capability. Supported site and asset rationalisation, occupancy-cost recovery, procurement savings and storage-cost reduction.

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

- Worked across service delivery, operational readiness, transformation assurance, technology controls, audit and service transition. Coordinated evidence-based remediation across infrastructure, asset data and business processes; improved D365 P2P from 14 days to 3 days.

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

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

RELATED OPERATIONS & RESILIENCE

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 for a 27,000 sq ft Barclays client project across Noida, Thane and Chennai.

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

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.

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