

Service Delivery Manager

Abraham Lincoln

City, State
000-000-0000
email@email.com

Work Experience

Education

Skills

Summary

- Strategic Planner & Visionary with a flair for adopting modern project execution methodologies in compliance with pre-defined standards.
- Diligent in providing technology vision and publishing technology business plans in support of corporate objectives to grow revenue base and improve margins.
- Excellence in Conceptualizing the business vision and translating them into business goals; established practices in order to deliver innovative solutions to complex business problems.
- An excellent communicator with a honed relationship, leadership, planning, coordination and analytical skills with the capability to view the larger picture, taking business-critical decisions from the front to attain business/operational excellence/improvement.
- Worked on Full Life Cycle and managed the release process for multiple releases.
- Practiced in Portfolio/Program Management including initial planning and scoping, scheduling, implementing and deliver programs within time/Quality.
- Recognized as a builder and leader of high-performance teams by engendering a culture of trust and collaboration and valuing ongoing training and development to build skills and professionalism.
- Exemplary interpersonal, leadership, communication, and presentation skills.

Core Competencies

- Project Management
- Program Development
- Continuous Improvement
- Supply Chain Management
- National/Global Operations
- New Business Development
- New Product Development
- Transition/Change Management
- Strategic Partnership Relations
- Strategic Transformations Lead
- Business Process Reengineering

Technology

- **Microsoft Office Suite:** Word, Excel, Access, Outlook, PowerPoint
- Proficient in a variety of maintenance and utility management systems

Work Experience

Service Delivery Manager Dell Technologies

2015-03 - Present

- Planning and scheduling activities to ensure completion of the project within the time and budgetary parameters for optimizing resource utilization.
- Organizing process milestones and activities pertaining to all support functions.
- Monitoring the entire gamut of project work to ensure completion of a project within the time & cost parameters.
- Leading & monitoring the performance of team members for ensuring efficiency in project operations & meeting of individual and group targets.
- Spearheading a complete portfolio of projects including cost budgeting, planning, and execution of projects; providing inputs on the project strategy, budget, policies and major issue resolutions.
- Supervising project progress and outstanding issues; ensuring the quality & timeliness of the deliverables; reporting on the project's progress and escalating issues.
- Driving strong processes/procedures and discipline across the teams and ensuring that teamwork on issues with pride, integrity, and a sense of urgency; reviewing & approving the data submitted by Project managers/leads for project development proposals.
- Laying down strategies for building team effectiveness by promoting a spirit of cooperation among team members.
- Developing key clients, establishing relationships with key influencers and acquiring the profitable business by providing support & implementation while leading teams for running successful delivery & process operations.
- Directing a broad range of cost-saving initiatives while participating in planning, analysis, and implementation of strategies and metrics for improving productivity levels.

Service Delivery Manager iTechArt Group

2012-04 - 2015-02

- Leading in the implementation of all VAS platforms for telecom operators.
- Ensured the QoS is maintained after the service/product is launched.
- Ensured services are implemented within allocated budgets.
- Managed services operations and putting together action plans to improve Company's ability to seize these opportunities.
- Collated handover documentation for any new services.
- Proposed optimization of existing and new services provided.
- Team/People Management.
- Handled relationships with multiple customers and built strong relationships.

Project Manager Parangat Technologies

2008-04 - 2012-03

- Accountable for large ITO (LAN, WAN, WLAN, servers, PC's) integration projects for one of the company's largest global customers.
- Management of all phases of the project life cycle: scope definition, estimation, budgeting, Statement of Work preparation, project establishment, analysis, design, development, testing, acceptance, implementation, and closure.
- Negotiation with the customer's senior management.
- Building and management of multiFunctional, multicultural virtual teams, composed by HP Project Managers and Solution Architects, third parties other internal and customer organizations.
- Strong communication skills, both written and spoken. Recognized as an excellent team player by peers, managers, and subordinates.

Product Development Supervisor NMG Technologies

2006-05 - 2008-03

- Created/reviewed and verified Build, Implementation & Integration plans of Mobile VAS products.
- Supported and participated in the product software development lifecycle.
- Delivered both functional and non-functional requirements.
- Led and supported in the transfer of solution to operational/production status.
- Managed all technical documentation including technical project closure and

Service Delivery Manager Resume

Brian E. Howard

A red circular graphic with a gradient, appearing as a partial circle or a thick arc, located to the right of the name bar.

Service Delivery Manager Resume:

Resumes For Dummies Laura DeCarlo, 2019-03-19 Polish up that old resume and land your dream job We've all been there it's time to apply for a job or internship and you have to create or revise your resume Many questions pop in your head What do employers want What skills should I highlight How do I format this How do I get noticed But resume writing doesn't have to be a daunting task The latest edition of Resumes For Dummies answers all of these questions and more whether you're a resume rookie looking for new tips or want to create that eye-catching winning resume In this trusted guide Laura DeCarlo decodes the modern culture of resume writing and offers you insider tips on all the best practices that'll make your skills shine and your resume pop Let's start writing Write effective resumes that will stand out in a crowd Understand Applicant Tracking Systems and how to adapt your resume Keep your resume up with the current culture Position a layoff or other career change and challenge with a positive spin Leverage tips and tricks that give your resume visual power In order to put your best foot forward and stand out in a pile of papers it's important to have an excellent and effective resume and now you can **The Complete Guide to Writing Effective Résumé Cover Letters** Kimberly Sarmiento, 2009 The companion CD is packed with samples and worksheets to help you brainstorm and create a successful cover letter

Real-resumes for U.S. Postal Service Jobs Anne McKinney, 2004 Sample resumes and forms filled out so that you will see the documents real people used to find employment in the postal service Motivated Resumes & LinkedIn Profiles Brian E. Howard, 2017-11-01 Book Five in Motivated Series by Brian E Howard Resumes are the cornerstone to any successful job search and this resource gives you unprecedented insight and advice from more than a dozen of the most experienced and award-winning resume and LinkedIn profile writers in the industry Get inside the minds of these writers to learn how to create impactful materials that get you interviews and job offers Learn how they think about keywords titling branding accomplishments format color design and a host of other resume writing and LinkedIn profile considerations Become an insider and learn the secrets from some of the very best No-Nonsense Resumes Arnold G. Boldt, Wendy Enelow, 2025-09-12 For the first time ever here's a resume book that clears away the clutter and gets down to the brass tacks of what it takes to write and design a resume that will get you interviews and job offers Authors and professional resume writers Wendy Enelow and Arnold Boldt share their insights knowledge and more than 35 years of combined experience to help you prepare a resume that will get you noticed not passed over No Nonsense Resumes begins with a thorough but easy to understand explanation of the key elements that are vital to creating an attention-grabbing resume including how to Strategically position your resume Showcase your skills and achievements Format and design a professional-looking resume Select and integrate key words Prepare and distribute your electronic resume Subsequent chapters offer specific tips on creating winning resumes for job opportunities in virtually every profession Administration Accounting Banking Government Health Care Hospitality Management Human Resources Law Enforcement Manufacturing Sales Marketing Skilled Trades

and Technology Science Engineering Included in each chapter are sample resumes contributed by leading resume writers and career consultants worldwide

Paratransit Manager's Skills, Qualifications, and Needs John F. Potts, Transit Cooperative Research Program, 2007 This synthesis documents current requirements for being a paratransit manager and actual experiences of current paratransit managers in their positions Transit managers policy makers educators trainers human resource directors and stakeholders as well as current and future paratransit professionals will find the results valuable in determining action steps needed to enhance the profession and paratransit service delivery In addition it offers information from general managers chief operating officers and paratransit advisory committees about college degrees desired and guidance offered aspiring paratransit managers Technology proficiency and knowledge of the Americans with Disabilities Act were identified as the most needed skills College educations were recommended by a majority of the professionals with business management identified as the most desirable area of study however aside from this successes in the field were attributed to specifics such as ethics customer relations communications management and supervision and sensitivity

Practical Service Level Management John McConnell, Eric D. Siegel, 2004 Measure manage and improve the speed and reliability of Web services with this complete reference for creating relevant effective Service Level Agreements Starting with an explanation of SLM and common performance metrics the book provides detailed discussions of methods to measure and improve performance

TOP SECRET Resumes & Cover Letters, the Third Edition Ebook Steven Provenzano CPRW/CEIP, 2012 As seen on in CNBC CNN WGN The Wall Street Journal and endorsed by The Chicago Tribune the new edition of Top Secret Resumes is now the complete career marketing tool for all job seekers This is the only book of its kind that includes a free consultation by the author Includes more than 100 high impact Resumes and Cover Letters for virtually all professions 250 8 5 x 11 pages total Bonus includes tips on effective LinkedIn Profiles Networking Career Marketing Interviewing and Online Resources Covers Executive Positions Technical Non Technical Management Engineering IT Software Hardware design Sales and Marketing Teachers Nurses HR Public Relations and more many with documented results Steven Provenzano's books have sold more than 100 000 copies and remain essential guides for serious job seekers He has written more than 5000 resumes for clients worldwide for over 20 years and the full cost of this book is reimbursed with any resume writing service by the author at <https://www.execareers.com>

The Complete Book of Resumes Karen Schaffer, 2005-11-01 Crafting the perfect resume is the first step for job seekers And these days employers have tons of different filters to weed out candidates and narrow their hiring pool The Complete Book of Resumes is packed full of information on crafting a resume and the kind of structure and language that will get an employer's immediate attention as well as tons of samples for readers to use as a guideline for success The Complete Book of Resumes includes information on How to begin if you're starting from scratch The profile or the most important part of your resume Work experience or What have I been doing all these years Punching it up how to make a good resume great The career transition resume chapter for

brave souls You're just starting out Big leaps positioning yourself for jobs above your current level Including more than 300 resumes The Complete Book of Resumes is perfect for recent graduates or seasoned candidates with years of experience

Professional Resumes for Executives, Managers, and Other Administrators David Franklin Noble, 1998 Targets top management and offers practical application for using the resume as a key to success Contains more than 200 new resumes submitted by members of the Professional Association of Resume Writers *Résumé Rescue: Essential resume saving techniques* Barbara J. Bowes, 2010 **Mastering System Center Configuration Manager 2007 R2** Chris Mosby, Ron D. Crumbaker, Christopher W. Urban, 2009-04-13 Mastering System Center Configuration Manager 2007 provides intermediate and advanced coverage of all aspects of the product including planning and installation upgrading Systems Management Server 2003 deploying software and operating systems security monitoring and troubleshooting and automating and customizing SCCM 2007 with scripts The authors take a hands on approach by providing many real world scenarios to show readers how to use the tool in various contexts This anchors the conceptual explanations in practical application This book's web site will contain a collection of ready to use scripts with directions for implementing them in network systems

Securing E-Business Systems Timothy Braithwaite, 2002-10-15 The essential guide to e business security for managers and IT professionals Securing E Business Systems provides business managers and executives with an overview of the components of an effective e business infrastructure the areas of greatest risk and best practices safeguards It outlines a security strategy that allows the identification of new vulnerabilities assists in rapid safeguard deployment and provides for continuous safeguard evaluation and modification The book thoroughly outlines a proactive and evolving security strategy and provides a methodology for ensuring that applications are designed with security in mind It discusses emerging liabilities issues and includes security best practices guidelines and sample policies This is the bible of e business security Timothy Braithwaite Columbus MD is Deputy Director of Information Assurance Programs for Titan Corporation He has managed data centers software projects systems planning and budgeting organizations and has extensive experience in project and acquisition management He is also the author of Y2K Lessons Learned Wiley 0 471 37308 7 **Down and Out in the New Economy** Ilana Gershon, 2004-07-06 What does it mean to market yourself as a business in today's job search world Finding a job used to be simple Now well it's complicated In today's economy you can't just be an employee looking to get hired you have to market yourself as a business one that can help another business achieve its goals That's a radical transformation in how we think about work and employment says Ilana Gershon And with Down and Out in the New Economy she digs deep into that change and what it means not just for job seekers but for businesses and our very culture In telling this story Gershon covers all parts of the employment spectrum she interviews hiring managers about how they assess candidates attends personal branding seminars talks with managers at companies around the United States to suss out regional differences like how Silicon Valley firms look askance at the lengthier employment tenures of applicants from the Midwest

And she finds that not everything has changed though the technological trappings may be glitzier in a lot of cases who you know remains more important than what you know Rich in the voices of people deeply involved with all parts of the employment process Down and Out in the New Economy offers a snapshot of the quest for work today and a pointed analysis of its larger meaning

Your First Government Contract Scott Johnson, MBA, PMP, 2022-10-30 Your First Government Contract introduces the small business entrepreneur or new public sector account executive to the world of government contracting Scott introduces the reader to what to expect with their first opportunity the government procurement cycle industry terminology used and winning strategies for proposal writing Starting the book with basic vendor registration Scott quickly transitions to why some companies succeed in government contracting while others do not marketing to public agencies types of government customers contracting vehicles how offers are evaluated and how to beat the competition Scott's method for crafting a simple winning proposal is described in detail with applicability for any level of government and designed for maximum collaboration within your company Over his 15 year government contracting career Scott has led sales and proposal writing efforts to secure over 125 million of government contracts specializing in new and developing government contracting business units

Risk and Security Management Michael Blyth, 2008-07-23 Learn to measure risk and develop a plan to protect employees and company interests by applying the advice and tools in Risk and Security Management Protecting People and Sites Worldwide In a world concerned with global terrorism instability of emerging markets and hazardous commercial operations this book shines as a relevant and timely text with a plan you can easily apply to your organization Find a series of strategic to granular level policies systems and concepts which identify and address risk enabling business to occur in a manner which best protects you and your company

Computerworld, 2004-07-26 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld's award winning Web site Computerworld.com twice monthly publication focused conference series and custom research form the hub of the world's largest global IT media network

Computerworld, 2007-03-26 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld's award winning Web site Computerworld.com twice monthly publication focused conference series and custom research form the hub of the world's largest global IT media network

Everyday Letters for Busy People Debra Hart May, Regina McAloney, 2003-12-15 Now revised and updated Hundreds of tips techniques and samples to help you write the perfect letter or e mail no matter what the occasion A text message may be fast but sometimes only a letter will do Writing a good letter takes time and thought but there are ways to make the process faster easier and more effective With *Everyday Letters for Busy People* as your guide you can write the kind of letters that get action build relationships ease tense situations and get your message across *Everyday Letters for Busy People* includes a wide variety of sample letters you can use or adapt at a minute's notice including Business letters Complaint letters Community action letters Job search letters

Letters to government officials and agencies Thank you letters Invitations Condolences Resignations and many more With a new section on how to write concise polite and effective e mails Everyday Letters for Busy People will not only help you compose the sharpest interview follow up the kindest thank you the most heartfelt condolence and the most effective complaint letter it will also direct you in proper letter etiquette and help you become a better writer The Health Care Manager's Human Resources Handbook Charles R. McConnell,2013 McConnell provides a resource for healthcare department managers who must relate to and work with their HR departments and manage their personnel He explores strategies to gain the most value out of an organization s HR department

Unveiling the Power of Verbal Art: An Mental Sojourn through **Service Delivery Manager Resume**

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