

ADARSH SURESH C

IT Service Management | Service Desk Leadership | Command Centre Operations

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PROFESSIONAL SUMMARY

ITIL v4-certified IT Service Management and Operations professional with 7+ years of experience across financial services, service desk leadership, and command centre operations. Led a 35-member service desk handling over 80,000 incidents and service requests annually. Experienced in incident, problem, and change management, SLA monitoring, stakeholder coordination, and operational reporting. Combine technical experience in Tableau, PL/SQL, UiPath, and .NET with team leadership and process improvement to support reliable service delivery.

CORE SKILLS

Service Management: Incident, Problem & Change Management; Root-Cause Analysis; SLA/KPI Monitoring

Operations: Command Centre Operations; IP Camera & GPS Alert Monitoring; Escalation Management; Shift Coordination

Leadership: Service Desk Management; Team Training; Client & Vendor Coordination; Project Coordination

Technology: Tableau; PL/SQL; UiPath RPA; .NET Applications; Drupal

Improvement: SOP Implementation; Documentation; Proof-of-Concept Evaluation; Continuous Service Improvement

PROFESSIONAL EXPERIENCE

Floor Manager

MACOM - MACTECH IP Camera & Surveillance | September 2025 - Present

Lead assigned-shift command centre operations supporting 24/7 electronic security surveillance of client branches and MACOM offices. Oversee video streams, security alerts, Safe GPS device alerts, and IP camera footage storage in line with agreed SLAs and SOPs.

- Supervise surveillance and alert monitoring, provide coverage during staff absences, and ensure seamless handovers through accurate shift logs.
- Identify security irregularities within the agreed service scope, escalate incidents through the defined escalation matrix, and track issues to resolution.
- Coordinate with clients, vendors, network teams, and application teams to resolve camera, GPS device, connectivity, server, and application issues.
- Prepare operational reports and documentation, maintain camera application access logs, and manage surveillance footage storage.
- Drive new projects and client engagements, evaluate solutions through proof-of-concept exercises, and introduce technologies aligned with operational requirements.
- Train monitoring executives on procedures, technologies, and project updates while improving monitoring workflows and service consistency.

PROFESSIONAL EXPERIENCE - CONTINUED

Assistant Manager - ITSM Analyst

Manappuram Comptech & Consultants Ltd. | March 2022 - September 2025

Managed IT service desk operations supporting business-critical financial and enterprise applications across group companies.

- Led a **35-member service desk** handling **80,000+ incidents and service requests annually**, coordinating workloads and support queues.
- Coordinated high-priority incident resolution across technical teams and communicated progress to stakeholders.
- Standardized incident, problem, and change management practices using ITIL principles to improve service consistency.
- Developed Tableau dashboards and PL/SQL reports to monitor SLAs, KPIs, service trends, and operational performance.
- Oversaw support for HRMS, loan origination and management systems, file movement systems, and internal audit applications.
- Conducted root-cause analysis and post-incident reviews to identify recurring issues and coordinate corrective actions.

Technology Analyst

Manappuram Finance Limited | August 2019 - March 2022

Supported workflow automation, business applications, and reporting initiatives in collaboration with technology and business teams.

- Developed automated workflows using UiPath to streamline repetitive business processes.
- Contributed to the development and maintenance of .NET business applications.
- Supported IoT integrations and related technology implementation activities.
- Created Tableau dashboards and trend reports to support management reviews and resource planning.
- Coordinated with software development, infrastructure, and business teams on technology delivery.
- Used operational reporting to identify opportunities for workflow and application improvements.

CONSULTING EXPERIENCE

Technical & SEO Consultant - Project-Based

Moms on Teaching | Online Tuition Platform

- Optimized Drupal website performance and usability, using analytics to guide improvements.
- Created location-specific landing pages and implemented technical SEO improvements to reach students and parents in target regions.
- Provided architecture consulting for a Flutter-based student management and tracking application, covering application structure, data flows, and system integration.

CERTIFICATION

ITIL v4 Foundation in IT Service Management | 2023

EDUCATION

B.Tech - Computer Science & Engineering | 2015 - 2018

Focus Institute of Science and Technology

Diploma - Computer Engineering | 2011 - 2015

Sree Rama Government Polytechnic College