

SANKARSAN BISWAS

PeopleCert Ambassador | IT Service Management Consultant | Agile Scrum Master | Author | COE Framework Specialist | ITSM Process Enhancement Expert

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PROFESSIONAL SUMMARY

Strategic IT governance and service management professional with 25+ years of progressive experience designing, implementing, and optimizing ITIL and COBIT frameworks across global organizations. Proven expertise in IT service delivery, operational process improvement, and business-critical systems management. Published author with deep knowledge of AI-powered ITSM transformation and enterprise-scale IT infrastructure. Currently leading digital trust advisory initiatives to strengthen organizational resilience and stakeholder confidence.

PROFESSIONAL EXPERIENCE

Director - Digital Trust Advisory

Consultants Factory | Bengaluru, Karnataka, India | August 2025 – February 2026

- Leading organizational digital trust transformation initiatives focused on governance, ethical technology use, data privacy, and security compliance
- Designing and implementing digital trust strategies with business leaders and technology teams to enhance stakeholder confidence across digital ecosystems
- Advising on cybersecurity, data governance, digital ethics, and emerging technology risk management
- Collaborating with cross-functional teams on resilience and transparency in digital operations

Proprietary Consultant & Founder

SANASU | Kolkata, West Bengal, India | August 2020 – August 2025

- Established and operated independent IT governance and service management consulting practice for a transport organization in Dubai and IT department of Dubai International Airport in Dubai (UAE)
- Provided strategic advisory services to organizations on ITIL framework implementation and process optimization for Enrgy and Fuel company in DOHA (Qatar)

- Authored three technical publications on enterprise ITSM and AI-powered service management
- Provided ITSM management consultancy for a Financial Institution, Aviation company, and Saudi Telecom Company (STC) based in Riyadh (Saudi Arabia)
- Mentored IT service management practitioners on best practices and emerging technologies

Practice Head - IT Service Management

Sagarsoft (India) Ltd | Hyderabad, India | May 2019 – July 2020

- Managed end-to-end service delivery and service level management for multiple IT service portfolios
- Served as single point of contact for IT service management processes across the organization
- Designed, implemented, and led continuous improvement activities in process lifecycle management
- Developed and established Center of Excellence (COE) framework supporting service delivery and customer success
- Communicated organizational vision and strategic process goals to business units and IT teams
- Coordinated inter-process changes and identified overlapping initiatives for efficiency optimization

Academic Head - Cloud and IT Infrastructure Management Services

iNurture Education Solutions Pvt Ltd | Bengaluru, India | March 2015 – January 2018

- Designed curriculum and pedagogy for undergraduate and postgraduate cloud and ITSM courses with partner universities
- Developed contemporary, practical technical content aligned with industry standards and academic requirements
- Recruited, mentored, and upskilled faculty teams to deliver quality education in emerging technologies
- Managed IT infrastructure and maintained educational quality standards for 200+ students annually
- Coordinated syllabus finalization with university guidelines and industry requirements

Senior Mentor

iNurture Education Solutions Pvt Ltd | Bangalore | July 2014 – February 2015

- Orchestrated end-to-end training delivery for Cloud and IT Infrastructure Management Services across universities

- Developed practical curriculum content and finalized syllabi per university guidelines
- Recruited and mentored faculty; managed IT infrastructure and learner outcomes

Technical Head

VEOS India Pvt Ltd | India | April 2013 – May 2014

- Managed all aspects of IT operations and training delivery end-to-end for the organization
- Administered IT infrastructure and coordinated technical training programs

Programme Director

HCL Comnet Limited | Bangalore | January 2011 – August 2012

- Oversaw global IT operations across three locations: Poland, Bangalore, and Noida (67 FTE in managed service model)
- Maintained service delivery targets, operational continuity, and customer satisfaction across distributed teams
- Drove revenue targets and staff optimization in staff-augmented delivery model

Regional Service Manager

HCL Comnet Limited | EMEA Region | February 2009 – December 2010

- Managed IT service delivery for global mobile phone manufacturing customer across UK, Ireland, and Middle East/Africa
- Served as single point of contact between customer and HCL delivery organizations
- Partnered with third-party vendors to optimize service delivery and manage vendor relationships
- Managed SLAs, claims, and warranty administration; handled customer requirement analysis and solution development
- Guided sales teams in account management and participated in monthly governance and review meetings

SPOC (Single Point of Contact)

HCL Comnet Limited | India | June 2008 – January 2009

- Executed comprehensive IT service delivery to leading UK law firm under IOMC framework
- Managed unified service delivery approach to ensure client satisfaction and service excellence

Global Operations Manager

HCL Comnet Limited | Chennai, Tamil Nadu, India | January 2006 – May 2008

- Led and mentored team of 100+ employees (including UK nationals) delivering IT service to major UK retail chain (1,400+ stores, 40,000+ users)
- Managed service desk operations across three locations, information security, service improvement, IMAC, SSAM, Wintel server support, and desktop support
- Maintained service quality, team morale, and operational efficiency across distributed teams
- Implemented service improvement initiatives and technology optimization projects

Operations Manager

IBM | Bangalore | May 2004 – December 2005

- Directed IT operations transition from UK to India; managed 175+ technical personnel
- Monitored and managed 24x7x365 command centre operations
- Orchestrated and executed service improvement, technology, and cost optimization projects
- Mentored technical leadership and identified new business opportunities
- Designed, planned, and executed successful business continuity and disaster recovery testing

Operations Manager

HCL Comnet Limited | India | October 2003 – April 2004

- Managed offshore helpdesk and support teams at Noida
- Provided L2 onsite support to global switch manufacturer for Asia-Pacific region
- Executed helpdesk outsourcing due diligence process across four US locations
- Analyzed existing infrastructure and processes; identified and documented improvement opportunities

Shift Manager - Helpdesk

OfficeTiger Database Systems | India | June 2003 – September 2003

- Managed 24x7x365 data centre operations
- Administered Windows 2000 servers and maintained network (Internet, Intranet, Extranet)
- Led team of 18 technical and WAN specialists

Shift Manager / Computer Operations

ANZ Grindlays Bank | Chennai, Tamil Nadu, India | March 1990 – February 2003

Career Progression: System Officer (Mar 1990 – May 1995) → Shift Supervisor (Jun 1995 – May 1998) → Regional Technical Support Officer (Jun 1998 – May 1999) → Shift Manager (Jun 1999 – Feb 2003)

- Supervised central data centre operations (24x7x365), Network Operations Centre, and Security Operations Centre
- Managed mid-range NT and Novell server administration
- Engineered and established central print shop operations
- Coordinated network monitoring, troubleshooting, and second-level application support
- Directed and mentored team of 12 system and technical officers
- Ensured regulatory compliance and managed business continuity testing
- **Key Achievements:**
 - Successfully led branch computer system migration from ICIM 101 to Novell LAN
 - Coordinated connection of 18 regional offices to Wide Area LAN
 - Executed conversion of entire Eastern region from LAN to Centralized Banking System (CBS)
 - Engineered transition of certificate printing from Dot Matrix to line-width printer technology

Shift Manager

Standard Chartered Bank | India | 2001 – 2003

- Managed 24x7x365 central data centre operations and mid-range server administration
- Implemented and managed central print shop operations
- Coordinated network monitoring and second-level application support
- Maintained system accessibility and regulatory/audit compliance
- Mentored team of 12 technical officers; coordinated business continuity testing

Console Operator

CMC Limited India | India | 1988 – 1990

- Managed data centre resources hosting mainframe systems
- Maintained INDONET network with Calcutta as nodal point (Mumbai, Chennai nodes)
- Monitored hardware peripherals and ensured near-100% system uptime
- Operated IBM 4361 mainframe and associated peripherals
- Designed and executed mainframe salary slip printing solution integrated with UNIX server

Data Processing Assistant

Hindrithon Computers Private Limited | India | 1986 – 1988

- Executed in-house software packages for customers
 - Supported system analyst on process flow, debugging, troubleshooting, and customer requirements
 - Managed system and resource optimization
 - Operated VAX 11-780 hardware platform
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EDUCATION

B.Sc in Mathematics

Siddhartha College of Commerce, Arts and Science, India | 1981 – 1984

F.Y.B.Sc in Mathematics

St. Xavier's College, Calcutta, India | 1980 – 1981

Higher Secondary in Physics & Mathematics

Vidyasagar College, India | 1978 – 1980

Madhyamik (Secondary) in Physics & Chemistry

City College School, India | 1977 – 1978

PROFESSIONAL CERTIFICATIONS & CREDENTIALS

ITIL Certifications

- ITIL V3 Expert (SS+SD+ST+SO+CSI+MALC)
- ITIL Master
- ITIL® 4 Specialist: Monitor, Support and Fulfil
- ITIL® 4 Practice Manager
- Agile Scrum Master

Information Security & Governance

- Lead Auditor in Information Security Management Service (ISO/IEC 27001:2013)

Professional Recognition

- PeopleCert Ambassador
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PUBLICATIONS & THOUGHT LEADERSHIP

- **Ultimate ITSM for AI-Powered Service Management** – Author
 - **Ultimate ITIL4 for Scaling ITSM in Enterprise** – Author
 - **Ultimate ITIL4 Foundation Certification Guide** – Author
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CORE COMPETENCIES

IT Governance & Frameworks

ISO 27001, ITIL V3/V4, COBIT, Center of Excellence (COE) Framework Development, IT Service Management, ITSM Process Enhancement

Service Delivery & Operations

Service Level Management, Operational Process Analysis, Global Operations Management, Service Desk, Incident Management, Change Management, Business Continuity & Disaster Recovery

Leadership & Team Management

Staff Augmentation Model, Global Team Leadership (100-175+ personnel), Vendor Management, Stakeholder Engagement, Cross-functional Collaboration, Mentorship & Talent Development

Business & Strategic Skills

IT Governance, Digital Trust Advisory, Strategic Process Improvement, Solution Development, Documentation, Business Case Development, Account Management, Sales Support

Technology & Infrastructure

Data Centre Operations (24x7x365), Network Administration (LAN/WAN), Server Management (Windows NT, Novell, UNIX), Help Desk Support, IT Infrastructure Optimization, Mainframe Operations (IBM 4361)

Emerging Technologies

AI-Powered ITSM, Digital Ethics, Data Governance, Cybersecurity, Technology Risk Management

LANGUAGES

English – Full Professional Proficiency

Hindi – Professional Working Proficiency

Bengali – Native/Bilingual Proficiency

ADDITIONAL INFORMATION

Professional Credentials: Credly Badges – www.credly.com/users/sankarsan-biswas/badges

Personal Website: www.sankarsan.com

LinkedIn Profile: www.linkedin.com/in/sankarsan