

Shaktijit Jenamani

IT Service Operations & Transformation Leader | Service Delivery | ITSM
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PROFESSIONAL SUMMARY

IT Service Operations and Service Management leader with 15+ years of experience across ITSM, Service Delivery, Major Incident Management, people leadership and continuous improvement.

Currently lead a 24x7 Major Incident Management function at DarkMatter Technologies, having joined during its pilot phase and helped shape the operating model, workforce structure, performance framework and collaboration model for a 13-member team supporting 60+ clients.

Known for identifying operational friction, breaking problems down to root causes and building practical mechanisms that make better performance repeatable. Recent improvements include increasing first-notification compliance from approximately 75% to more than 90%, transitioning from 15 shared bridge lines to incident-specific collaboration spaces, and automating incident notifications using Power Automate and Microsoft Teams.

Earlier at Genpact, led an offshore Incident Management operation that became a benchmark for newly established ITIL accounts, while driving Lean Six Sigma initiatives focused on quality, defect prevention and operational improvement. A Green Belt initiative carried projected annual business impact of approximately \$85K–\$120K.

CORE EXPERTISE

Technology Service Operations

Service Operations | Service Delivery | IT Service Management | Major Incident Management | Incident Management | Service Restoration

Operational Excellence & Transformation

Continuous Improvement | Process Improvement | Lean Six Sigma | Quality Management | Change Management | KPI & Performance Management

Leadership & Stakeholder Management

People Management | Workforce Planning | Team Leadership | Stakeholder Management | Client Management | Cross-functional Collaboration

Automation & Technology Enablement

Microsoft Power Automate | Microsoft Teams | Process Automation | AI-enabled Operations | ITSM Platforms | Microsoft 365

EXPERIENCE

Lead – Major Incident Management

Aug 2024 – Present

DARKMATTER TECHNOLOGIES

Hyderabad, IN

Joined during the pilot phase of a new 24x7 Major Incident Management function and helped shape the operation from the ground up.

- Designed the shift, roster and workforce structure for a 13-member team across Hyderabad and Bhubaneswar supporting 60+ clients.
- Helped establish the desk Playbook, operating framework and performance KPIs, including a 15-minute target for first incident notification.
- Improved first-notification compliance from approximately 75% to more than 90%, with the team now working toward less than 5% delayed notifications.
- Redesigned Major Incident communications to improve clarity, consistency and relevance across different stakeholder groups.
- Led the transition from 15 shared bridge lines to incident-specific collaboration spaces, building stakeholder buy-in across the two-location team despite initial resistance; the new model improved continuity, evidence retention and shift handovers during long-running incidents.

- Used Power Automate and Microsoft Teams to automate incident notifications from shared mailboxes and incident intake, covering approximately 20–25 shared-mailbox emails and 30–35 incident notifications per day, providing near-instant visibility and reducing reliance on manual monitoring.
- Provide people leadership across the 13-member function through hiring interviews, quarterly performance reviews, employee-relations matters, workforce planning and development of backup capability.
- Drive cross-functional improvement initiatives beyond Incident Management, including work with Systems Operations/SRE to improve monitoring governance, maintenance-window handling and ticket-based event traceability.
- Contributed to a cross-functional AWS/DevOps AI-agent initiative designed to help Systems Operations and SRE teams troubleshoot faster and reduce operational effort.

Integrated Services Manager
KYNDRYL

Aug 2022 – Jul 2024

- Owned technical service restoration during P1 and other high-impact incidents, coordinating recovery across multiple resolver groups, vendor-delivered IT services and technical teams.
- Coordinated with Resolver Group Managers and vendors to establish recovery priorities, drive action ownership and maintain momentum through complex production incidents.
- Acted as the central communication point across technical teams, service stakeholders and vendors, maintaining stakeholder alignment throughout complex production incidents.

Assistant Manager, Operations
GENPACT

2021 – 2022

- Managed Incident Management operations, coordinating response to high-impact incidents and ensuring timely communication, escalation and service restoration.
- Coordinated incident response across technical teams and stakeholders during high-severity incidents, maintaining progress and communication through resolution.

Assistant Operations Manager
GENPACT

2010 – 2016

- Led an offshore Incident Management operation that became a benchmark for newly established ITIL accounts, with client teams and management regularly visiting to understand and replicate its operating practices; institutionalized best practices across ITIL accounts.
- Led an offshore Incident Management team, overseeing operational delivery, team performance and people development while coordinating major incident response across technical teams, managers and client stakeholders.
- Established a quality-control mechanism covering 21–22 checkpoints per incident, improving documentation accuracy from approximately 85% to 95% and subsequently achieving 100% accuracy for user/dollar-impacting incidents by preventing recurring errors at source.
- Developed and pitched a Lean Six Sigma Green Belt initiative using Pareto analysis and incident-quality data to address recurring defects; projected annual business impact was approximately \$85K–\$120K before implementation was paused following the client's migration from BPMC to ServiceNow.
- Expanded the offshore team from 6 to 9 members while maintaining service quality, creating additional delivery capacity and revenue for the account.
- Sustained a 9/10 customer experience score for three consecutive years.

Customer Support Expert
DELL INTERNATIONAL SERVICES

2008 – 2010

- Achieved 100% Top-2-Box Voice of Customer (VOC) for two consecutive years and was recognized as **CSAT Expert of the Year – 2009**.

Collections Specialist
GENPACT

2007 – 2008

- Managed collections activities while consistently meeting operational performance targets; received a Bronze performance award in every quarter during tenure.

CERTIFICATIONS

ITIL V3 Foundation – AXELOS

ITIL 4 Design & Deliver – In Progress

TECHNOLOGY & TOOLS

Microsoft Power Automate | Microsoft Teams | Freshservice | Microsoft 365 | ITSM Platforms | AI-assisted Operational Tools

EDUCATION

Bachelor of Arts (BA)

Tamil Nadu Open University | 2021