

Subha Nandi

CEO at Practical Methods IT Services Pvt. Ltd.- ITIL Expert, DevOps, PRINCE2 / AGILE Practitioner, ISO 27001 LA / LI

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Summary

- # ITIL Expert (v3.0), ITIL Service Manager (v2.0), COBIT5, PRINCE2 Practitioner, Certified Novell Engineer (CNE) on Novell NetWare 3.x, 4.x and 5.x, Microsoft Certified Professional (MCP), BS7799/ISO 27001 Certified Lead Auditor.
 - # Accredited trainer for ITIL Foundation and Intermediate modules upto ITIL Expert
 - # Accredited trainer for Prince2, Cobit
 - # Worked as an Account Manager cum Senior Consultant in Major banks in the African continent.
 - # Previously associated with Ebookers Plc. (Technovate eSolutions Pvt. Ltd.) as Project Manager , Data Centre (Reporting to CIO).
 - # Insightful knowledge in systems / server management (Microsoft, AS400, etc.), Data Centre Design and Implementation, Planning IT security, maintenance of hardware, User account administration and setting up of Privileges, etc.
 - # Vendor Management for majors including Microsoft, HP, Dell, IBM.
 - # Hands on experience in end user training.
 - # An effective communicator with strong team management, analytical and problem-solving skills. Comfort in interacting and working with people from cross-cultural and multi-lingual backgrounds.
 - # Gap assessments and Process improvements as per ISO 20000, aligned towards ITIL framework.
 - # Conducted over 7000+ hours of IT Service Management, Governance and Information Security training for Internal as well as External customers.
 - # Conducted training for Senior IT Leadership teams in Tier I Organizations.
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Experience

Chief Operating Officer at Practical Methods IT Services Pvt. Ltd.

July 2012 - Present (4 years 9 months)

Program Operational Leadership:

- Provide effective and inspiring leadership by being actively involved in all programs and services, developing a broad and deep knowledge of all programs.
- Identify opportunities to leverage cross-program strengths to take advantage of new opportunities and/or to address organizational challenges.
- Lead, coach, develop, and retain high-performance senior management team with an emphasis on developing capacity in strategic analysis and planning and program budgeting.
- Develop and implement training programs and retreats to expand the capacity of all staff.

- Prepare and submit an annual operational budget, manage effectively within this budget, and report accurately on progress made and challenges encountered.
- Ensure the continued financial viability of operational units through sound fiscal management.

External Relationship Development:

- Manage and cultivate existing relationships with investors to secure and expand recurring revenue streams.
- Publicly represent with the media and external constituency groups including community, governmental, and private organizations and build excitement for Organization mission.

Strategic Plan Implementation:

- Provide programmatic leadership and input for all strategic plan implementation. Coach program directors as they implement the strategic plan and transition program operations.
- Develop and implement a system for tracking and reporting on the progress of the strategic plan implementation

Principal Consultant at Appnomic Systems Pvt Ltd

September 2009 - July 2012 (2 years 11 months)

ITIL Expert and Information Security Auditor.

Head NOC and Managed Services – Managing offerings for 16+ customers. Heading the Process Consulting division. Also, managing the added responsibility of anchoring the Quality Management Team. Responsible for maintaining the Integrated Certification of the Organization in terms of ISO 20000:2005, ISO 9000:2008 and ISO 27001:2005.

Recent Assignments handled :

- A major Bank in West Africa – Business and IT Process Assessments and aligning Business and IT goals. Benchmarking against ITIL Best Practice and formulating the implementation roadmap.
- A major Bank in the African Continent having over 350 branches throughout Africa and a branch in London – Responsible for doing Process AS-IS Assessment, Gap Analysis, Benchmarking against ITIL Best Practice Framework, Formulating Implementation plan, Identifying Improvements and sustaining improvements. Was also in an Account Manager role for this customer and was supervising Technical Consulting and Implementation activities in terms of Database Management, Network Management and Application Management.
- An upcoming Bank based out of South India – Performed an AS-IS process assessment, identified gaps and benchmarked against ITIL Best Practice Framework. Working on an engagement plan with the Bank for a Phased Transformation project.

- An upcoming bank in Kabul/Dubai – IT Infrastructure and Business Goals alignment assessment. Short term and long term plans for engaging and transformation of Service Culture. The audit report was appreciated by the Central Bank of Afghanistan leading to more such orders for similar assessments.
- Process Automation and Optimization Assessment for a Times Group entity, leading to 45% reduction in TCO.

Senior Consultant at Vitage Technologies Pvt Ltd

August 2008 - August 2009 (1 year 1 month)

Was Instrumental in setting up the Process Consulting Practice. Involved in Pre-Sales activities to respond to bids and proposals.

Defining and implementing the policy framework for getting the organization certified on ISO 9001, ISO 20000 and ISO 27001.

Functional inputs for developing process automation tool.

Senior Consultant at Vitage Systems Pvt Ltd

2008 - 2009 (1 year)

Business-IT Alignment, Best Practice Implementations leading to ISO certification for Corporate and individual certifications such as ITIL Expert, Cobit5, Prince2, Information Security, etc.

Information Security Manager at Tech Mahindra Ltd

June 2006 - August 2008 (2 years 3 months)

Location Information Security Manager handling all the aspects Information Security pertaining to a Tech Mahindra Location. Responsible for the formation and Implementation of Business Continuity Management Framework. Performing Risk Assessment and forming Risk Treatment Plans for critical assets.

Single Point of Contact for ITIL Design and Implementation of all modules for both the sites of Tech Mahindra Kolkata. Played a key role in evaluating the Telecom functions split across OSS and BSS domains and mapping existing policies, processes and practices against ITIL Best Practice. Conducting periodic audits and formulating Service Improvement Plans.

Single point of contact for ISO 9001 (QMS), ISO 27001 (ISMS) and ISO 20000 (ITSM) certification for Kolkata sites. External auditors have praised the efforts in the certification audits and have highlighted it as strength.

Also performed the roles of Global Incident Manager and Global DR Manager.

Senior Process Consultant at Appnomic

2007 - 2008 (1 year)

Project Manager at Tecnovate Pvt Ltd

January 2005 - June 2006 (1 year 6 months)

Managing the entire Data center Operations including system administration, security, Disaster Recovery, etc.

Managing two functional aspects of Data Center Operations – a 24X7 Infrastructure Monitoring and Core Data Center Server administration. Actively involved in Corporate initiatives/ strategies such as Sarbanes Oxley compliance, Planning for Hot Recovery sites, etc.

Handled an Offshore Infrastructure Transitioning project of net value 100,000 GBP.

Managing a Team Size of 30+ Infrastructure Specialists proving Remote as well as Onsite Support.

Technical Analyst at Fidelity Technology India Pvt Ltd

August 2001 - November 2004 (3 years 4 months)

Server Administration including maintenance and new projects on Windows NT/2K, Exchange and IBM AS/400 right from inception to completion.

Technical Mentor on the above mentioned platforms for the entire team.

Mentoring the Technical Service Helpdesk Team.

Internal Quality auditor for ISO 9001:2000, performing Gap analysis and working with business units to close the gaps, continuous improvement in areas of technical and business critical domains.

Actively involved in DR and Risk assessment on the above mentioned platforms. Role involves identifying existing risks, rating infrastructure as per CRISIL AAA, etc. and involving the Senior Management in taking a business decision as to whether the risks are to be carried forward or a contingency plan needs to be defined, framing a contingency scenario, implementing, performing system and business acceptance testing and the formal signoff of SLAs.

International Exposure has been provided for knowledge transfer in the areas of server monitoring, designing and deploying business critical infrastructure for internal business applications. Responsible for the transition of remote server monitoring activities.

Actively involved in a number of confidential Security initiatives of the present organization.

Actively involved in Incident and Change Management activities of the organization, including identifying problem severity, business impact and providing tier 3 support for the server infrastructure team, informing the business and adhere to SLAs.

Technical Support at Infoton Systems & Services Pvt Ltd

2000 - 2001 (1 year)

Skills & Expertise

ITIL

ITSM

COBIT
PRINCE2
ISO 27001
ISO 20000
Process Improvement
Process Management
Process Control
IT Management
IT Strategy
IT Service Management
IT Operations
IT Audit
IT Transformation
IT Solutions
ROI Optimization
Training ROI
Instructor-led Training
Training Delivery
Consultants
Consulting
Process Consulting
Strategic Consulting
Accredited Training
Quality Assurance
Quality Management
Quality Auditing
Risk Management
Risk Assessment
Governance
Project Governance
ICT Governance
Information Governance
Information Security Management
Outsourcing
CRM
Data Center
Training
Business Process
Team Management
Service Delivery
Vendor Management
Information Security
Resource Management
PMP
Business Intelligence

Leadership

Pre-sales

PMO

Education

CCU

Bachelors, 1993 - 1996

Deepika E M School

1991 - 1993

ispat english medium school

1981 - 1991

Interests

Talk Shows, Talent Development, Fishing, Adventure Trips

Certifications

ITIL Expert, Cobit 5, Prince 2 Practitioner, DevOps, ISO 27001 lead implementer and lead auditor

Peoplecert, APMG,

ISO 27001 Lead Auditor

PECB

Organizations

ITSMF, PMI, ISACA, etc

Languages

English

Hindi

Bengali

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17 people have recommended Subha

"I have undergone ITIL course facilitated by Mr. Subha. He is having an in depth knowledge of each and every subject matter. He is like a subject matter expert for all the subjects we could think of. His teaching method is appreciated by one and all in the course. In short, I would define him as "OCEAN OF KNOWLEDGE AND WISDOM"."

— **Sudhir Rajan**, was Subha's client

"Subha came in as a process consultant and did a great job in defining some of our processes to a stage where they could be reengineered and automated. It is a pity he wasn't there long enough but for the brief period that he worked with us he brought in a lot of focus and with his analytic mind, he was able to cut through the clutter and come to the crux. I wish him well."

— **Rana Sinha Ray**, was Subha's client

"I have participated a training course on ITIL facilitated by Subha Nandi. I have been impressed with his depth of knowledge in the subject matter and the method of delivering the lectures. After attending his classes I surely got a new perspective about IT Service Management. I must also mention his ability to present intricate matters in such an easy way that could give me enough confidence for appearing in the qualification exam instantly. I would obviously like to take more courses with him on suitable subject matters in future. He is highly recommended as a veteran for consulting and training."

— **Mohammad Abdul Matin Emon**, was Subha's client

"I interacted with Subha as a ITIL intermediary trainee. I must say that Subha has a real knack of teaching , his style of teaching ITIL is a real boon to trainees as he uses his vast experience to help the trainees related to the tough intermediary courses. I would give a thumbs Up to Subha as a trainer any day"

— **Vinod Kumar Menon**, was Subha's client

"A very sincere employee with a very good indepth knowledge of IT best practices. A very helpful colleague indeed"

— **Shreshtha Rath**, worked with Subha at Appnomic Systems Pvt Ltd

"Shubho is very hard working; always focused on his goals. He is multi-skilled and can balance between multiple jobs at a time. He is a good team player and open to feedback. I am sure you would go a long way Shubho. I wish you all the best."

— **Swan Swarnamoyee Chatterjee**, was with another company when working with Subha at Appnomic Systems Pvt Ltd

"Subha is a dynamic professional with excellent knowledge of his subject. Always a go-to person. Very forward thinking, creative, and brings a lot to the table. with sight of the strategic business thinking. A pleasure working with him."

— **Devavrat Bapat**, worked directly with Subha at Appnomic Systems Pvt Ltd

"Subha has been tremendous with his training skills and knowledge sharing. He was very clear in what he wanted to achieve and managed the training very well though the audiences were from varied business verticals. He does have knowledge in all verticals and was able to answer questions from everybody. He was methodical, patient and result oriented which added value to the service he provided. I will surely be looking forward to work with him very soon in future. A sure bet for anyone looking for getting full value from his services."

— **Vinod Kumar**, was Subha's client

"Though I never get a chance worked with Shubha, but I can say one thing for him that he is having his own style. Our organization has hired him for 2 days ITIL training program and he delivers a top class output performance as an ITIL EXPERT re-presentator. We learned so many things against subject perspective that is true but apart from that we learned other many high level presentation and consultation skill also parallelly. He is very positive while replying in his professional ways related to the subject / non-subject matters. It was a really nice 2 days spent in the ITIL training room with him. I re-commended him as one of the best knowledgeable person in my life which I count easily on my fingers."

— **Kapoor Anupam**, worked indirectly for Subha at Appnomic Systems Pvt Ltd

"Subha is a very knowledgeable and a great subject matter expert in his domain. He delivers excellence through his highly controlled communication skills. His training on ITIL v3 has impacted me a lot and has given a new direction to my career. I wish him all the very best for his future !"

— **Ana S**, was Subha's client

"I was impressed by Subha's professionalism and knowledge. His understanding of the subject and correlation of it with the industry examples, just shows his passion and expertise on different aspects IT Service Management. I would highly recommend him as an IT consultant."

— **Yushma A.**, was Subha's client

"I had the pleasure of working with Subha at Tech Mahindra .He is a sincere and dedicated Manager who has an indepth knowledge in Information Security domain ,Competency Development and Industry insights. He performs his job with high and consistent quality.Subha is a proactive person who willingly takes and adopts new challenges. He keeps good track of all actions,communicates clearly and often enough.Always seeking to expand his knowledge. He is of a man of great integrity, willing to compromise to achieve goals and the solid knowledge he possesses makes him a great asset for any company.He knows his job and has a strong grip on the subject.He is quite mature, confident and committed professional.He is an asset for any organisation .Subha is someone whom you can fully trust and expect genuine help on all fronts. I wish him all the best for his present and future endeavors."

— **Subha Saha**, worked with Subha at Tech Mahindra Ltd

"Subha is an extremely diligent manager, with sound knowledge and expertise in multiple process consulting domains. A guru in ITSM with exceptional training and implementation skills, it was a privilege being mentored by him in my earliest years of corporate life. It would be an honor working together in future."

— **Sthitodhee Saraswati**, reported to Subha at Tech Mahindra Ltd

"Subha is supremely confident person and a true leader. He possesses very good knowledge of ISMS and ITIL. He is a good mentor. While working with him as a subordinate he always supported me. His contribution to the organization as an Incident Manager and global BCM manager was a source of inspiration to me."

— **Ravindra Deuskar**, reported to Subha at Tech Mahindra Ltd

"Subha is a guru in SDM, and is an expert in ITIL, COBIT. He was the quality man in our organization and single handedly sustained and improved our ISO certifications cutting across the organization. He has indepth knowledge in all aspects of ITSM, Info-Sec, and governing processes. He also headed our process automation, introduced automation for complex service management workflows to improve quality, and reduce effort and simplify them for the user. He's certainly someone that I'd consult with anytime I've a problem to solve around the processes or governance."

— **Abhilash Vadakkedath Mana**, worked directly with Subha at Appnomic

"I know Subha for 3 years. We worked together on Trust Bank Gambia project and Internal Audit. Subha brought knowledge of ITIL, process and best practices in the organization. His knowledge of process, and

biz was amazing. He is the most knowledgeable person I have met in this area. In addition to knowing about process, Subha has extensive experience in Project Management, Projects delivery, operational technical tasks and many more. He is Intelligence, hard work, problem solving ability, perceptiveness, ability to quickly narrow down options, man handling skill etc. etc. Collaboration, sharing knowledge, helpfulness to others, jumping in, etc."

— **Anindya Basukar**, worked directly with Subha at Appnomic

"Subha has a sharp, analytical and inquisitive mind. My first encounter with him was when he was making a presentation within Appnomic as a part of the mid year review (and it was my first day in that company). His clarity of thought and crispness of presentation caught my attention. Subsequently we became good pals and I have enjoyed interacting with him on subjects far removed from work. His interest in a wide variety of subjects and his awareness in so many spheres is impressive. I wish everyone has one or more such people in their circle of friends."

— **Nagesh Ramiah**, managed Subha indirectly at Appnomic

[Contact Subha on LinkedIn](#)