

Vineet Shukla

IT Service Delivery & Operations Leader | Service Desk | Workplace Technology | ITSM | Infrastructure & Transformation

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Profile Summary

- ❖ **Strategic IT Service Delivery & Operations Leader with 16+ years of experience** managing **Service Desk, IT operations, workplace technology, end-user computing, infrastructure and ITSM** across enterprise and global financial services environments.
- ❖ **Lead end-to-end service delivery and operational performance**, driving **SLA/KPI governance, service continuity, incident & problem management, stakeholder engagement and continuous service improvement** across geographically distributed environments.
- ❖ **Manage and develop IT operations teams and service delivery resources**, providing performance direction, technical guidance, capability development and cross-functional coordination to maintain high-quality user and client service.
- ❖ **Govern enterprise workplace and infrastructure services** supporting **5,000+ employees**, spanning EUC, Windows/macOS, VDI, enterprise applications, AV, access management, digital infrastructure and IT asset lifecycle.
- ❖ **Drive service improvement, cost optimization and operational efficiency**, achieving **>98% SLA adherence, 25% reduction in repeat incidents and 15% asset cost savings**, while extending device lifecycles by 12 months.
- ❖ **Lead complex transitions, migrations and workplace transformation initiatives**, including a **550-seat office build-out and 250-user GA-to-KKR migration with zero business disruption**, while supporting rapid business expansion and service continuity.
- ❖ **Partner with global IT leadership, business stakeholders, vendors and cross-functional teams**, providing high-touch technology services to **C-suite/senior stakeholders** and supporting follow-the-sun operations across geographically distributed environments.
- ❖ **Service Delivery Highlights:** >98% SLA Adherence | 95%+ CSAT | 25% Repeat-Incident Reduction | 15% Asset Cost Savings | 99% AV Uptime | 30% User-Base Growth Supported | 2→30 Team Scaling | 550-Seat Office Build | 250-User Zero-Disruption Migration



Core Competencies

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|-------------------------------------|---|
| ❖ IT Service Delivery & Operations | ❖ Incident, Problem & Escalation Management |
| ❖ Service Desk Management | ❖ People & Team Leadership |
| ❖ SLA / KPI / CSAT Governance | ❖ Continuous Service Improvement |
| ❖ Customer & Stakeholder Management | ❖ IT Infrastructure & Workplace Technology |
| ❖ 24x7 / Follow-the-Sun Operations | ❖ Transition & Project Management |
| ❖ IT Service Management (ITSM) | ❖ Cost & Productivity Optimization |



Technical Skills

- ❖ **End-User Computing:** Windows | macOS | VDI | SCCM | Intune | Nexthink
- ❖ **Identity & Access:** Active Directory | MS Entra ID | Okta | PingID | Microsoft Authenticator
- ❖ **Cloud & Productivity:** Microsoft 365 | Microsoft Azure | AWS
- ❖ **ITSM & Collaboration:** ServiceNow | Altiris | JIRA | Bomgar
- ❖ **Infrastructure & Networking:** LAN/WAN | Digital Infrastructure | Cisco IOS | VPN | MDF/IDF
- ❖ **Security & Endpoint:** McAfee Endpoint Security | Disk Encryption | RBAC | MFA
- ❖ **AV & Communications:** Zoom | Lifesize | Webex | Avaya
- ❖ **IT Asset Management:** Asset Lifecycle Management | Technology Refresh | IT Procurement



Work Experience

Senior Professional – IT Operations | KKR (Kohlberg Kravis Roberts) | March 2023 – Present

Initially engaged as Consultant through HCL; transitioned to full-time KKR employee

Leadership & Service Delivery

- ❖ Lead IT service delivery and workplace technology operations for KKR's GCC, supporting **5,000+ employees** across end-user computing, field services, infrastructure, access management, and enterprise applications.
- ❖ Direct and develop a **12-member IT operations team**, along with engineers, contractors, and Tech Hub resources; drive accountability, SLA ownership, performance standards, and technical capability development.
- ❖ Partner with global IT leadership, business stakeholders, vendors, and contractors to align priorities, resolve systemic issues, and strengthen service delivery.

Workplace Technology & Infrastructure

- ❖ Drive scalable workplace technology operations across **Windows, macOS, VDI, enterprise applications, AV, digital infrastructure, and IT asset lifecycle management**.
- ❖ Led the IT workstream for a **550-seat KKR office build-out at DLF Downtown, Gurugram**, covering server room, MDF/IDF, LAN, AV, meeting rooms, end-user hardware, structured cabling, and plug-and-play workplace infrastructure.
- ❖ Support Cisco IOS network environments in collaboration with network engineering, covering switch/router configurations, VLAN assignments, connectivity troubleshooting, and network patching.

ITSM, Governance & Risk

- ❖ Govern SLA/KPI frameworks, achieving **>98% SLA adherence** and reducing repeat incidents by **25%** through root-cause analysis, incident management, and process optimization.
- ❖ Spearhead audit readiness, compliance, and security initiatives, achieving **100% adherence across multiple financial and regulatory audits** and coordinating endpoint vulnerability remediation with cybersecurity teams.
- ❖ Manage enterprise access provisioning across shared drives, distribution mailboxes, financial applications, and MFA support for an environment serving approximately **5,000 users**.
- ❖ Define IT asset lifecycle and procurement strategy, delivering **15% cost savings** while extending device lifecycles by **12 months**.

Transformation & Business Enablement

- ❖ Scaled infrastructure and service desk capacity to support **30% user-base growth with zero downtime** during rapid organizational expansion.
- ❖ Executed a **250-user GA-to-KKR migration with zero business disruption**, managing identity transitions, access provisioning, application migrations, and end-user readiness.
- ❖ Support global IT operations through a **follow-the-sun model**, handling cross-region requests and partnering with global teams to maintain service continuity.
- ❖ Delivered high-touch executive technology support for **12 C-suite/senior stakeholders**, maintaining **95%+ CSAT**, while driving workplace experience initiatives including Signify visitor-management deployment.

Senior Engineer – IT Support & Infrastructure | Blackstone (Wipro Center of Excellence) | March 2014 – February 2023

IT Service Delivery & Operations

- ❖ **Led end-user IT service delivery** for Blackstone's India operations, supporting **10,000+ employees** across hardware, software, applications, and workplace technology while maintaining **98% SLA adherence** and **>95% user satisfaction**.
- ❖ Managed day-to-day IT support operations, incident resolution, escalation management, and service continuity in coordination with global IT teams.

Infrastructure, Identity & Security

- ❖ **Administered Active Directory and Exchange environments**, provisioning **500+ user accounts annually** while maintaining audit-compliant access controls and security policies.
- ❖ Managed end-to-end onboarding/offboarding, access provisioning, technology procurement, and IT asset lifecycle through **Altiris ITSM**.
- ❖ Supported enterprise security controls including **MFA (Okta, PingID)**, **disk encryption**, and **McAfee endpoint protection**, strengthening endpoint security and access governance.

Workplace Technology & Service Optimization

- ❖ **Maintained 99% uptime across AV and conferencing platforms** including Zoom and Lifesize, ensuring reliable technology support for business-critical meetings and collaboration.
- ❖ Reduced recurring AV/support requests by **15%** through proactive user enablement, training, and preventive support practices.
- ❖ Contributed to technology refreshes, infrastructure initiatives, and service improvement programs in partnership with global IT stakeholders.

Team & Global Collaboration

- ❖ **Scaled IT operations from a 2-member team to 30 members** while supporting approximately **2,000 users**, strengthening service capacity and operational coverage.
- ❖ Contributed to multiple office setup initiatives and global IT programs, coordinating local execution with enterprise technology and service-delivery requirements.

Associate Consultant – End User Support | Computer Sciences Corporation (CSC) | January 2010 – March 2014

- ❖ Delivered **L2 IT support** for Aon and Motorola, supporting **500+ users** across multiple locations with **95% SLA adherence**.
- ❖ Resolved complex **hardware, software, application, and network incidents**, ensuring service continuity and high user satisfaction.
- ❖ Managed **VPN and remote-access infrastructure**, reducing connectivity downtime by **20%** through proactive monitoring and rapid incident response.
- ❖ Provided Windows desktop/laptop support, application troubleshooting, and user training.
- ❖ Collaborated with **L3 teams and vendors** on escalations, infrastructure improvements, and service optimization.



Certification

- ❖ Nexthink Associate Certification; ITIL



Education

- ❖ **Bachelor of Engineering (B.E.) – Computer Science** | Institution of Engineers (India), Delhi | 2014
- ❖ **Diploma in Computer Engineering** | Board of Technical Education, Delhi | 2009