

**ARPIT KUMAR VASHISHTHA**

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Location Preference: Delhi / NCR

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## PROFESSIONAL SUMMARY

Experienced technology and service delivery professional with 14.5+ years in cloud product support, application support, and ITIL-based operations. Currently leading a 15-member team as Senior Manager – Cloud Product & Support. Skilled in cloud architecture, SLA/KPI management, major incident handling, and continuous service improvement. Strong in stakeholder management, customer escalation handling, and driving high-quality, reliable service delivery.

## CORE SKILLS

Category	Skills
Service Management	Project & Service Delivery Management, Incident / Problem / Change Management, SLA/KPI Adherence, Capacity & Demand Planning. Business Continuity Planning
Technical	Cloud Infrastructure Deployment, Solution Consulting & Architecture Review, Troubleshooting & Security, Cost Optimization.
Leadership	People Leadership & Mentoring, Customer & Stakeholder Management, Customer Escalation Management, Cross- Functional Collaboration

## PROFESSIONAL EXPERIENCE

### Senior Manager – Cloud Product & Support

Exotel Techcom Pvt. Ltd., Gurugram | Oct 2011 – Present

#### Cloud Customer Operations

- Lead end-to-end service delivery for shared cloud products, ensuring consistent SLA/KPI adherence and customer satisfaction.

- Act as the **primary escalation point** for global customers, ensuring timely resolution of major incidents and communication.
- Govern service operations using ITIL processes and enhance service maturity through continuous improvement initiatives.

### **Solution Consulting & Architecture**

- Provide architectural reviews and design recommendations aligned with customer requirements and cloud best practices.
- Work as a **Solution Architect/Consultant** for domestic and international clients, enabling seamless onboarding and implementation.
- Evaluate new/modified business requirements and collaborate with engineering and change management teams for delivery feasibility.

### **Operational Governance**

- Conduct capacity and demand analysis, ensuring smooth performance of production environments.
- Standardize processes across regions by coordinating with global process owners and operational teams.
- Implement structured governance to monitor delivery health, track gaps, and define improvement actions.

### **Leadership & Stakeholder Engagement**

- Lead and mentor a high-performing team of 15 engineers, ensuring capability enhancement and operational excellence.
- Engage with senior stakeholders to align on service goals, project risks, customer expectations, and business priorities.
- Ensure accurate reporting on performance metrics, risk posture, and operational status.

### **Achievements**

- Successfully optimized cloud infrastructure costs by **30%** through capacity rationalization and architecture improvements.
- Enabled multiple customers to adopt the SaaS platform with seamless onboarding and faster time-to-value.

- Coached teams on communication, customer handling, and delivery best practices, improving overall service quality.

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## **PERSONAL DETAILS**

- **Date of Birth:** 16 June 1988
- **Address:** Raheja Sampada, Sec 92 Gurgaon 122505 HR
- **Languages:** English, Hindi