**A R S H A D I Q B AL**

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**ServiceNow Administrator | IT Operations Lead | Service Desk Manager**

Seasoned IT Service Delivery Manager with over 10 years of experience leading desktop support and service desk operations in enterprise environments. Proven track record of building scalable support teams, optimizing ITSM processes, and integrating acquired companies into global IT ecosystems with zero business disruption. Skilled in ServiceNow, ITIL frameworks, and managing complex service environments to drive productivity, compliance, and user satisfaction.

**Core Competencies**

🔹 IT Service Delivery & Desktop Support 🔹Team Leadership & Vendor Management

🔹ServiceNow ITSM / ITOM Administration 🔹End-User Experience Optimization

🔹ITIL Processes | PMP Methodologies 🔹SLA/KPI Tracking & Reporting

🔹Incident, Problem & Change Management 🔹M&A IT Integration & Onboarding

**PROFESSIONAL EXPERIENCE**

**IT Services Delivery Manager**

Dr. Reddy’s Laboratories Inc. – Princeton, NJ | **Mar 2019 - Present**

🔹Managed enterprise desktop support and global service desk operations, ensuring 99.9% uptime and SLA adherence.

🔹Led ITIL-based transformation for incident, request, problem, and change management processes.

🔹Optimized ServiceNow ITSM workflows, reducing ticket resolution time by 30% and improving reporting accuracy.

🔹Successfully integrated Menolabas and Premama Wellness into Dr. Reddy’s IT ecosystem during M&A with zero disruption.

🔹Streamlined IT operations with SOPs, audits, and knowledge-based documentation across multiple locations.

🔹Partnered with security, procurement, and infrastructure teams to align IT support with business growth objectives.

🔹 Identified opportunities for IT optimization and rationalization, leading to a 20% reduction in IT spending and a 25% improvement in operational efficiency in the merged IT environment.

🔹 Provided comprehensive training to healthcare staff, ensuring smooth adoption of new processes and tools.

**Location Lead – End User Computing**

Cognizant – New York, NY **| Jan 2017 - Mar 2019**

🔹 Managed a team of 10 service agents, providing leadership and training to enhance team skills and service delivery.

🔹 Implemented Service Catalog and CMDB within ServiceNow, streamlining service request processes and ensuring

accurate asset management.

🔹 Optimized ITOM Discovery projects, increasing asset visibility by 35% and reducing manual processes by 25%.

🔹 In addition to technical improvements, I also focused on empowering end users. I led end-user training programs, conducted workshops, and created user documentation. As a result, 85% of end users reported increased confidence in resolving common technical issues independently.

**Tech Lead**

**Cognizant – New York, NY | May 2016 - Jan 2017**

🔹 Enhanced IT asset tracking and incident resolution through ITOM Discovery and ServiceNow capabilities.

🔹 Built a centralized knowledge base to improve first-call resolution rates and streamline IT support operations.

🔹 Ensured regulatory compliance and provided comprehensive training and support to client teams.

🔹 By constantly monitoring and acting upon support tickets in adherence to SLAs, I ensured that all issues received timely attention and resolution. My combined expertise in Service Now support and CSM support contributed to a highly efficient support system, resulting in improved overall efficiency, user satisfaction, and a seamless customer experience.

**RELEVANT EXPERIENCE**

**Senior Desktop Support Analyst |** Earthlink Atlanta, GA Oct 2015 – Mar 2016

**IT Administrator |** German Rent a Car (Al Jaber Group) Dec 2009 – Aug 2015

**COMPUTER NETWORKING SUPERVISOR |** Al Badeel General Contracting (GSCS-ASCS) Oct 2007 – Nov 2009

**EDUCATION & CERTIFICATIONS**

Project Management Professional (PMP) - PMI

ITIL Foundation Certified (ITILv4)

MCSE: Microsoft Certified Systems Engineer (MC ID: 5490182)

Cisco Certified Network Associate (CCNA) CSCO11240565

**Master of Business Administration Management Information System**

Newports Institute of Communications and Economics Karachi, Pakistan

**TOOLS & PLATFORMS**

ServiceNow | Jira | Microsoft 365 | Active Directory | SCCM | Azure AD | Exchange Online | Remote Tools (TeamViewer, Dameware)

**References**

Available upon request