

Mishaan Madhav

Contact: +27 72 330 7561

Location: RSA Johannesburg Based - Open for Relocation

Email: mishaan_m@yahoo.com

Linkedin: www.linkedin.com/in/mishaan-madhav-83a74b82



15 years of working experience, I have introduced and implemented turnaround strategies, consisting of restructuring, downsizing, and outsourcing through automation. Always ensuring compliance - first culture. I have always been the differentiator known for fast tracking and meeting quality deliverables, moving up the corporate ladder briskly, whilst maintaining strong team ties.

Recently, as consumer behavior has changed, exploring digital transformation I have mastered and coordinated with global and regional head offices in many African countries, as well as with my Eastern and European counterparts, to effectively launch and implement automated hybrid-working models. This has included providing strategic direction of both national and international teams to ensure that all legislative and regulatory requirements were met, respectively and streamlined ensuring no degradation in service and no impact to bottom line margins.

Experience

November 2009 - 2018	UCS-Solutions/BCX (Operations manager)
November 2018 - <u>Current</u>	Larsen & Toubro InfoTech Ltd-ABSA (Senior Operations Manager)

Key responsibilities

- Set up IT infrastructure and support teams to ensure smooth transition of split Barclays- Absa Africa
- Managing a team of over 60 administrative & technical staff.
- Strengthening the IT infrastructure through to implementing new technologies and implementing ITSM toolsets.
- Provide professional consultation and leadership to allocated staff employed & service as the principal point expertise on all matters relating to a specified functional area of focus.
- Manage the ITSM budgets and expenditure on hardware and software, reducing OPEX in a continual cycle.
- Responsible for the recruitment and training of new staff.
- Drive cost control and savings in all areas of work.
- Mitigate potential Business Risks - introducing strategies to retaining business.
- Identify potential issues and inefficiencies which may pose financial risk/loss

Service Provided

- Automation
- Strategy & client retention
- 1st/2nd Line support desk
- Datacenter Facilities
- Day to day operational requirements
- 24/7 high performance team
- Client liaison
- Vendor management
- NOC/SOC

AREAS OF EXPERTISE

Digitalization & Automation
Project Management
IT management
Managing crisis situations
Resource vendor management
Business analysis
Financial control
Project Delivery

ACADEMIC QUALIFICATIONS

- Management Development Program (NQF6) (2013-2014) USB Executive Development LTD, University of Stellenbosch Business School
- Mentorship for Leaders (NQF7) (2016) Faculty of Commerce, Law & Management WITWATERSRAND
- Risk and Business Continuity Management
- Financial Management
- Team lead and Middle management
- Problem Solving K&F
- The retail Academy
- Coaching for leaders
- Coaching 101
- ITIL V3

SKILLS

Leadership skills
Project management
Strong decision maker
Complex problem solver
Innovative
Service-focused

Perseverance, Secret of all Triumphs