

SABARI NATHAN C

Digital Transformation Leader | AI Enablement | ISO27001:2022 Lead Auditor | Cybersecurity | IT Governance
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16+

Years in Enterprise IT

60+

Engineers Led

25,000+

Assets Managed

27

Locations Supported

40%

Faster Resolution

EXECUTIVE SUMMARY

Accomplished IT Leader with 16+ years of enterprise IT experience, including 6+ years managing distributed teams across environments. Proven ability to lead end-user computing, endpoint management, collaboration tools, and 24x7 IT service operations at scale — supporting 5,000+ users across 25+ locations. Hands-on expertise with ServiceNow ITSM, automation platforms, and AI-enabled support capabilities. Consistent record of driving measurable service improvements (40% resolution time reduction), aligning regional IT with global standards, and building high-performing cross-functional teams. ITIL v4 certified, MBA-qualified, and deeply experienced in vendor management, IT governance, and executive stakeholder engagement.

CORE COMPETENCIES

- GCC Regional IT Service Leadership
- ServiceNow ITSM & Process Automation
- Distributed Team Leadership
- IT Governance: ITIL v4, Cyber Essentials
- IT Budgeting & Operational Planning
- Agile Delivery & Continuous Improvement
- End-User Computing & Workplace Technology
- AI-Enabled Support & Virtual Agent Adoption
- Vendor & Contract Management
- Endpoint Management & Collaboration Tools
- Stakeholder Engagement & Executive Support
- IT Asset Management (ITAM)

PROFESSIONAL EXPERIENCE

Assistant General Manager – IT | Trio Techdesign Private Limited Apr 2025 – Present

Chennai, India | Reporting to senior leadership; driving enterprise-wide IT service strategy across a growing engineering organisation.

- **IT Service Leadership:** Define and execute IT service strategy covering end-user computing, endpoint management, collaboration tools, and AV systems for 200+ users across multiple locations.
- **Automation & AI Adoption:** Drive adoption of automation workflows and AI-assisted support capabilities via Microsoft Power Platform and ServiceNow, improving self-service resolution rates.
- **Governance & Compliance:** Establish IT governance frameworks including SLA/OLA management, risk mitigation, asset lifecycle management, and compliance with ITIL v4 best practices.
- **Vendor Management:** Manage third-party service providers, support contracts, and strategic technology partnerships to ensure consistent service quality and cost control.
- **Executive Stakeholder Engagement:** Act as senior escalation point for complex incidents and partner with business leadership to align IT initiatives with organisational objectives.
- **Budgeting & Planning:** Own IT capital and operational budgets, procurement strategy, and cost optimisation programmes including technology refresh cycles.

Manager (IT) & Assistant Manager (IT) | CMS Computers India Pvt. Ltd. Jan 2019 – Mar 2025

Chennai, India | Promoted from Assistant Manager to Manager; responsible for IT service delivery across 25+ distributed locations supporting 25,000+ assets and 60+ engineers.

- **Regional IT Service Leadership:** Directed 24x7 end-user support and IT operations across 25+ geographically distributed sites, maintaining SLA targets for uptime, response, and resolution.

- **Team Development:** Built, managed, and mentored a 60+ engineer team spanning service desk, infrastructure, and field support — driving high satisfaction scores across the organisation.
- **ServiceNow ITSM:** Administered and optimised ServiceNow for incident, change, problem, and asset management, improving ticket resolution workflows and reporting visibility.
- **Automation & Monitoring:** Deployed Zabbix, Nagios, and Grafana-based centralised monitoring, enabling proactive alerting and automated escalations — cutting average resolution time by 40%.
- **Endpoint & Workplace Technology:** Oversaw endpoint lifecycle management for 25,000+ Windows and Linux devices including imaging, patching, and software deployment via Microsoft Intune.
- **Vendor & Contract Management:** Managed ISPs, hardware OEMs, and third-party support vendors, negotiating SLAs and coordinating fault resolution across all branch sites.
- **Onboarding/Offboarding Processes:** Standardised and automated user provisioning workflows, ensuring consistent, auditable IT onboarding and offboarding across all locations.
- **Compliance & Asset Governance:** Managed large-scale ITAM programme covering hardware, software licensing, and audit readiness for 25,000+ enterprise assets.
- **Executive & VIP Support:** Delivered dedicated IT support to senior leadership and key stakeholders, ensuring zero-downtime experiences for critical business functions.

IT Incharge | TATA Consultancy Services

Aug 2016 – Jan 2019

Single point of contact for IT service delivery and operations; led a 15-engineer team across incident, change, and asset management disciplines.

- Reduced infrastructure downtime by 25% through proactive monitoring, structured change management, and disciplined vendor coordination.
- Managed IT operations for a large-scale enterprise environment, coordinating with data centre and third-party vendors for continuous service delivery.
- Introduced shift handover documentation and escalation matrix, improving team accountability and cross-shift continuity.

Senior Service Engineer | ROHLX Technologies

Jun 2010 – Jul 2016

Delivered end-user support and infrastructure management services for enterprise clients across diverse industries.

- Supported 500+ users across systems, networking, and enterprise applications with high satisfaction scores.
- Led hardware/software deployments, complex troubleshooting, and vendor coordination across multiple client sites.

EDUCATION

Master of Business Administration (MBA) · Manipal University Jaipur 2023 – 2025
Bachelor of Engineering – Computer Science & Engineering · Anna University 2006 – 2010

CERTIFICATIONS

ITIL v4 Foundation · AWS Certified · Microsoft Azure · Google Cloud · CCNA · Red Hat (RHEL)

TOOLS & TECHNOLOGIES

ITSM Platforms	ServiceNow, IBM Control Desk, Redmine
Endpoint & Workplace	Microsoft Intune, Windows (10/11), macOS, Mobile Device Management, Microsoft 365 / O365
Cybersecurity	SIEM, ISO Controls, VPN, Graylog, AD, Microsoft Defender
Monitoring	Zabbix, Nagios, Prometheus, Grafana — proactive alerting & automated escalations
Cloud Platforms	AWS, Microsoft Azure, Google Cloud — hybrid cloud operations
Networking	Cisco, Juniper, UniFi — WAN/MPLS, SD-WAN, Firewalls, Routing & Switching
OS & Infrastructure	Windows Server, RHEL/AlmaLinux, VMware, DC/DR operations
Frameworks	ITIL v4, Agile, DevOps, SOX compliance, Cyber Essentials