



Leadership Experience

Ravi Kumar

Executive Portfolio Summary



RAVI KUMAR

Director / Associate Director - Certified Delivery Partner

IT Transformation & Global Delivery | Cloud | AIOps | IT Operations | Enterprise Delivery | IBM Power Systems | Web-Applications

Profile

Enterprise Transformation & Delivery Leader with **29+ years of IT experience**, including senior roles as **Associate Director, Delivery Partner, and Country COE Leader at IBM & Kyndryl**. Proven record of leading **large-scale global delivery and IT operations** across **Europe, Middle East, and India**, driving modernization, automation, and measurable business outcomes.

Leadership Impact - Led 100+ global resources across cloud, infrastructure, and managed services - **Owned end-to-end delivery, financials, and stakeholder governance** for enterprise accounts - **Drove AIOps and automation-led transformation** (incl. Kyndryl Bridge) - Delivered **10-25% cost optimization** via standardization and vendor rationalization - Built and scaled Country Center of Excellence (COE) and leadership pipelines

Core Strengths - Global Delivery & Managed Services Leadership - IT Operations & Infrastructure Transformation - Cloud Platforms (AWS, Azure, GCP) - AIOps & Intelligent Operations - Program & Portfolio Management - Cost Optimization & Vendor Governance - Executive Stakeholder Partnership

Geographic Exposure

Europe (Sweden, Denmark, Finland, Norway, Czech Republic, Spain, France) | Middle East | India



Roles Snapshot

IBM & Kyndyl | Associate Director – Delivery Partner, Country COE Leader, Transformation and Innovation Leader

Scope: Global delivery | Europe, Middle East, India | Cloud, Infra, Managed Services

Accountability: Delivery excellence, financial governance, transformation, stakeholder leadership

Focus Areas - Global delivery & operations leadership - Transformation, automation & AIOps - Service resilience, compliance & governance - Cost optimization & vendor management - Talent development & COE enablement

Y-Axis Solutions Pvt Ltd | Head – IT Operations

Scope: Enterprise IT operations | Multi-location | Data Center & applications

Focus Areas - End-to-end IT operations & governance - Infrastructure, security & service delivery - Business-aligned IT strategy & scalability

SYSNET | Business Head

Scope: IT business operations | Healthcare & Education clients

Focus Areas - IT delivery & customer engagement - Network & infrastructure solutions - Business growth & operational leadership

Compaccax (India) Pvt Ltd | Software Engineer

Scope: Product and custom application development | Taxation & accounting systems

Focus Areas - Designed and developed Software's for taxation, accounting, payroll, and inventory applications - Built custom software solutions aligned to statutory and business requirements - Supported end-to-end SDLC including requirements, development, testing, and deployment

Journey at IBM

Joined IBM on 11 August 2015, assuming responsibility for the AIRBUS account's traditional infrastructure portfolio in Paris, and later managed multiple client accounts across Europe, the Middle East and India.



Detailed Role & Project Experience

Country COE Leader & Delivery Partner – Advanced Delivery Transformations (Europe) @ IBM & Kyndryl

Context: Responsible for driving Advanced Delivery Transformations across multiple European accounts to improve delivery maturity, predictability and efficiency.

Key Responsibilities & Initiatives –

- Spearheaded Advanced Delivery Transformation programs across multiple accounts
- Introduced AI-driven delivery intelligence, predictive analytics, and automation frameworks
- Partnered with senior leadership to redefine delivery operating models and manage change
- Established transformation governance, including metrics, scorecards, and health dashboards

Impact –

- Improved delivery maturity and operational efficiency across European accounts
- Enabled measurable business outcomes through standardization and automation

Transformation & Innovation Leader & Delivery Partner – Samlink Account (Finland) @ IBM & Kyndryl

Context: Account supporting multiple end-customer banks, with a focus on compliance, delivery maturity, and automation.

Key Contributions –

- Introduced Kyndryl Advanced Delivery and NWOW; recognized as an NWOW Influencer and conducted multiple Advanced Delivery workshops
- Enabled 8 Core Tools (Distributed) and 9 Core Tools (Mainframe)
- Established 6-Box org. model aligned to Advanced Delivery principles
- Performed quarterly maturity assessments (MET)
- Led Top 10 end-to-end automation assets implementation
- Integrated AIOps capabilities into the account

Delivery Partner Responsibilities –

- Strengthened compliance posture and governance
- Led ScienceLogic implementation to resolve monitoring issues

Impact –

- Improved compliance adherence, automation adoption, and delivery maturity

Detailed Role & Project Experience

Delivery Partner Executive – IPTOR Account (Sweden) @ IBM & Kyndryl

Context: New contract delivery for a Swedish client, involving large-scale infrastructure modernization and delivery transition.

Key Initiatives –

- Established delivery services for a new contract and stabilized operations
- Led migration of infra from traditional data centers to IBM Private Cloud
- Acted as GEO DPE, bridging offshore delivery with EU client stakeholders
- Transitioned delivery operations to nearshore (Brno, Czech Republic)

High-Impact Projects

- Implemented **Consumption Reporting** for accurate monthly invoicing
- Led Disk Performance Project (spinning disks to SSDs), delivering cost savings beyond contract scope
- Automated iSeries monitoring across 172 LPARs (Power Systems 9 & 10)
- Introduced Watson reporting and Monthly Operational Reporting (MOR)
- Authored a comprehensive Procedures Manual for standardized delivery
- Conducted strategic client workshops in Stockholm

Impact –

- Enabled operational stability, cost optimization, and new business value

Transformation & Innovation Leader – Portfolio of Accounts (Denmark & Sweden) @ IBM & Kyndryl

Context: Global leadership role managing transformation for a portfolio of 22 accounts across Denmark and Sweden.

Key Contributions –

- Introduced Kyndryl Advanced Delivery transformation programs
- Initiated Agile@Kyndryl practices (iterations and retrospectives)
- Drove ticket reduction programs, bringing multiple accounts within target thresholds
- Tracked and enabled 8 Core Tools adoption
- Conducted maturity assessments (MET) across multiple quarters

Impact –

- Improved operational discipline, delivery maturity, and automation consistency across the portfolio



Before IBM

Brief of journey prior to joining IBM

- **Head – IT Operations @ Y-Axis:** Owned enterprise IT operations, leading transformation, security, and efficiency initiatives with global teams; delivered Linux modernization, resilient infrastructure, MIS governance, and secure systems. CEO's Award recipient.
- **Business Head @ SYSNET:** Led business and delivery operations, building teams to deliver IT/network architecture, software, and hosting services for hospitals, colleges, and schools.
- **Software Engineer & Programmer:** Delivered customized software solutions, forming a strong foundation for subsequent leadership roles.

Detailed Role & Project Experience

Head – IT Operations @ Y-Axis Solutions Pvt Ltd

Context: Enterprise-wide IT leadership role supporting rapid business growth across multiple locations in India.

Core Responsibilities –

- Directed end-to-end IT operations, including data centers, networks, servers, storage, security, and applications
- Led IT budgeting, procurement, vendor management, and SLA governance
- Ensured regulatory compliance, data security, and business continuity

Key Achievements -

- Designed and implemented a comprehensive IT Governance Framework
- Built and operated an in-house Data Centre
- Led nationwide Linux and infrastructure rollouts under aggressive timelines
- Improved operational resilience, scalability, and service efficiency

Business Head @ SYSNET

Context: Leadership role overseeing IT business operations across multiple client sectors.

Core Responsibilities –

- Managed end-to-end IT business operations across offices
- Oversaw IT and network architecture projects from design to delivery

Key Achievements –

- Delivered IT & network solutions for hospitals, banks, and edu. institutions
- Standardized delivery frameworks and improved operational efficiency

Early Roles – Software Engineering & Programming

Organizations : Compaccax India, Perutek Services Ltd, Persian Carpets Ltd.

- Designed and developed Software's for custom taxation, accounting, payroll, and inventory systems
- Automated manual processes, improving accuracy and compliance
- Built strong technical foundations supporting later leadership roles

Certifications, Badges and Competencies

- AWS Certified Cloud Practitioner, Feb-2023
- Google Cloud Certified - Cloud Digital Leader, Dec-2022
- Microsoft Certified Azure Fundamentals, Aug-2021
- Certified Delivery Project Executive, Mar-2021
- SIAM Professional, Aug-2019
- ITIL v3®, Jun-2015
- IBM Garage Method for Cloud Advocate
- Big Data & Hadoop, Data Science & WATSON OpenScale
- Google Cloud Core Infrastructure, Cloud Hero Infra II Skills
- AWS Cloud Practitioner Essentials
- IBM Design Thinking Practitioner
- AAA Explorer, IBM Agile Practitioner & Explorer
- Project Management (PM10G & PM54G)
- IBM Cloud Core, Cloud Automation Community Framework
- IBM Private Marketplace Practitioner, IBM Sales Foundation
- Enterprise Design Thinking Practitioner
- Global Delivery & Operations Management
- Program and Project Management
- IT Infrastructure and Application Management
- Transition and Transformation
- Robotics and Automation
- Solution and Technical Architecture
- Budget and Cost Optimization
- Disaster Recovery / Business Continuity
- Planning
- IT Governance, Security and Compliance
- Vendor Relationship Management
- Leadership and Team Management

Link to Certifications and Badges –
<https://www.credly.com/users/ravi-kumar.787a5196/badges>
Google – [CDL](#) & [BADGES](#)



Thank You

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