

SATISH KUMAR ALLANI

Manager, End User Support | IT Service Delivery | People & Operations Leadership
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PROFESSIONAL SUMMARY

IT Service Delivery and End User Support leader with 18+ years of enterprise experience managing multi-tier Tier 1, Tier 2, and Tier 3 support organizations across complex, geographically distributed environments. Proven record of establishing service quality standards, escalation frameworks, and knowledge management processes that deliver consistent, high-quality support to diverse enterprise user bases. Deep expertise in ServiceNow ITSM governance, SLA and KPI management, customer experience leadership, and people development. Skilled at translating enterprise-level rollout plans into clear tier-specific operational expectations and building team readiness for go-live events and periods of change. Operated at scale across 30,000+ enterprise endpoints in healthcare, government, technology, and global enterprise sectors.

KEY SKILLS

End User Support Leadership: Multi-tier support model governance (Tier 1/2/3), SLA and OLA management, ticket queue oversight, workload distribution, escalation criteria, handoff standards, major incident governance, root cause analysis

Service Delivery & ITSM: ServiceNow (Incident, Problem, Change, CMDB, Knowledge, Discovery), ticket intake and triage, service quality standards, knowledge base governance, KPI and performance metric reporting

People Leadership: Team coaching and mentoring, performance oversight, onboarding and skills development, Tier 1 enablement, professional development planning, cross-functional team coordination

Operational Readiness: Rollout planning, adoption risk identification, queue structure design, transitional procedure development, pilot coordination, go-live readiness, change management support

End User Technologies: Windows 10/11, macOS, Active Directory, Microsoft 365/O365, Tanium, SCCM/Intune, WSUS, HPDM, Azure AD, VMware, Hyper-V

Analytics & Reporting: Customer satisfaction tracking, resolution quality analysis, documentation audits, operational trend reporting, C-suite executive briefings

PROFESSIONAL EXPERIENCE

IT Infrastructure & End User Support Lead

YASH Technologies — Rush University Medical Center Managed Services Engagement | Chicago, IL | **January 2024 – Present**

- Lead end-to-end End User Infrastructure and Operations (EUIO) governing Tier 1, Tier 2, and Tier 3 support functions across 30,000+ enterprise endpoints and servers within a HIPAA-regulated academic medical center, ensuring support operations meet healthcare compliance and audit-readiness standards.
- Establish and enforce clear service quality expectations, escalation criteria, documentation standards, and professionalism benchmarks across all support tiers to ensure consistent, high-quality user experiences.
- Own ServiceNow ITSM governance across Incident, Problem, and Change Management lifecycles—overseeing ticket intake, triage, routing, escalation, and resolution within defined SLA and OLA parameters, aligned to ISO 27001 and SOC 2 compliant delivery standards.
- Monitor ticket queues, service level adherence, and workload distribution; use performance data and trend analysis to guide coaching decisions, identify recurring issues, and drive continuous improvement.
- Serve as senior escalation and advisory point during P1 and Major Incidents—providing judgment, customer experience leadership, and stakeholder communication to minimize business disruption.
- Partner with cybersecurity, application, and infrastructure teams on root-cause analysis and remediation of recurring end-user issues, reducing repeat incident volume and improving resolution quality.
- Lead ServiceNow platform adoption, translating enterprise rollout plans into tier-specific queue structures, escalation paths, and transitional procedures; develop operational readiness plans for go-live events.
- Validate that knowledge base articles and SOPs are accurate, usable, and consistently applied; enable Tier 1 teams as new KB articles and expanded responsibilities are introduced.
- Support onboarding, coaching, and ongoing skills development; ensure teams are trained on current tools, workflows, and support processes appropriate to their tier.
- Prepare and present weekly, monthly, and annual C-suite reports covering SLA compliance, customer experience metrics, ticket performance, operational risks, and actionable service insights.

Project Lead – End User Support & Infrastructure Operations

Technology Crest (California Department of Social Services) | Remote / Chicago, IL | April 2023 – December 2024

- Led end-user support operations for a large state government agency, overseeing Tier 1, Tier 2, and Tier 3 support workflows for a geographically distributed workforce across California.
- Established service quality standards, escalation criteria, and documentation protocols across all support tiers, ensuring consistent support experiences aligned with government SLA requirements.
- Owned ITSM-based ticket governance—supervising intake, triage, routing, escalation, and resolution while monitoring queue health, workload distribution, and service level adherence.
- Partnered with application and infrastructure teams on root-cause analysis of recurring end-user issues; validated KB articles and SOPs to ensure accurate, consistently applied documentation across tiers.
- Coordinated support team participation in system rollouts, pilots, and phased go-live events; built operational readiness plans including queue structures, escalation paths, and transitional procedures.
- Monitored service trends, customer feedback, and adoption challenges; tracked performance metrics to guide coaching and provided leadership with regular reporting on support performance and operational risks.

Unified Systems Lead – End User & Infrastructure Support

IBM / Kyndryl | Remote | 2020 – 2023

- Led ServiceNow Discovery and CMDB reconciliation for enterprise Windows, VMware, and Azure AD environments, ensuring accurate asset data underpinning all end-user support operations.
- Served as escalation authority for complex multi-tier incidents, coordinating cross-functional resolution teams, managing stakeholder communication, and driving root cause analysis to permanent resolution.
- Governed endpoint support delivery including patch compliance, antivirus posture, and DR readiness; administered enterprise SCCM, Active Directory, Exchange, VMware, and Hyper-V environments.
- Developed CIS hardening and GPO-based remediation frameworks, translating compliance requirements into operationally executable SOPs for support and infrastructure teams.

Solution Designer – IT Infrastructure & Support Operations

HCL Technologies | India | 2015 – 2020

- Directed IT infrastructure, End User Computing (EUC), security operations, and helpdesk governance across global enterprise accounts including Disney and Volvo.
- Built and maintained SOPs, audit workflows, compliance reporting frameworks, and resource planning models that standardized support delivery and improved knowledge consistency across distributed teams.
- Conducted performance management, team coaching, and resource planning to maintain service quality standards across helpdesk and infrastructure support functions.

Technical Lead – Infrastructure & Support Operations

XIUS | Hyderabad, India | 2014 – 2015

- Led cloud data-center operations and enterprise infrastructure governance supporting end-user services across 10 Latin American enterprise accounts.
- Executed Active Directory and Exchange O365 migrations; led ISO 27001 ISMS upgrade and DR site migrations; coordinated schedules, risks, and stakeholder communications across multiple accounts.

EARLIER EXPERIENCE

Technical Lead — *Praxis-I Technologies* | February 2013 – June 2014

Senior Systems Engineer — *EENADU Group* | January 2008 – February 2013

Lead Systems Engineer — *Unitech Cyber Services* | January 2006 – January 2008

EDUCATION

MBA – Management Information Systems | **Osmania University, India**

CERTIFICATIONS

PMP | CISM | ITIL v3 Foundation | Certified ScrumMaster (CSM) | Certified Scrum Product Owner (CSPO) | Microsoft Azure Administrator Associate | VMware VCP DCV 6.0 | MCITP