

RAVI KUMAR KRISHNAMOORTHY

ServiceNow Led T & T | Program and Project Leadership | ITSM & ESM | Demand Management

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PROFESSIONAL SUMMARY

Seasoned Program and T & T Leader with 29 years of experience overall, including 14 years in diversified ServiceNow Led project and program management, leveraging AI tools such as Claude, Gemini, ChatGPT, and Copilot to enhance evaluation, communication, and decision-making. Proven track record in leading Service Transition and Transformation activities for MMD engagements, managing the complete T & T lifecycle from deal review to account handover. Successfully delivered multi-million-dollar greenfield transformation programs across Europe through offshore teams, driving governance and operational excellence. Experienced in stakeholder management, contract governance, risk mitigation, financial oversight, and P&L accountability, with a focus on building scalable, cost-efficient solutions that enhance customer experience and service quality. My mission is to build scalable architectures that optimize costs, enhance customer focus, and elevate user experience, underpinned by an unwavering commitment to quality, timelines, and continuous improvement.

PROFESSIONAL EXPERIENCE

Manager Program, Transition and Transformation | DXC Technologies Pvt. Ltd.

Jun 2016 - Mar 2025

- 14 years of experience in IT services and program management with DXC Technology, progressing from Delivery Excellence Consultant to Program Manager, specializing in managed services onboarding and account stabilization.
- Led end-to-end Transition & Transformation programs for European clients including FedEx UK and Georg Fischer Switzerland, managing deal reviews, due diligence, transition planning, go-live, hyper care, and operational handover.
- Directed ServiceNow-led onboarding initiatives involving process discovery, integration workshops, delivery-model configuration, foundation-data setup, SIT/UAT execution, ORR, and knowledge transfer to offshore operations teams.
- Established program governance covering WBS and scope management, financial controls, RAID management, compliance, contract governance, commercial coordination, and change-request management across multi-regional engagements.
- Governed and implemented ITSM service catalogues, workflow automations, and governance controls, including automated incident routing, knowledge-driven resolutions, SLA adherence mechanisms, and catalogue approval workflows.
- Embedded MOCC and governance into operational processes by integrating financial, security, compliance, and audit controls within ServiceNow workflows, enabling scalable, compliant, and efficient service delivery.
- Handled demand management activities encompassing demand intake, qualification, prioritization, capacity assessment, and governance, ensuring alignment with strategic objectives and delivery readiness.

Engagement Manager, Onboarding | DXC Technologies Pvt. Ltd.

Jun 2013 - May 2016

- Led onboarding activities for managed services engagements using the MSP delivery model, ensuring seamless mobilization and service readiness. Facilitated client workshops, stakeholder alignment sessions, knowledge transfer, and transition planning to support successful account onboarding and stabilization.

Senior Consultant, Delivery Excellence | DXC Technologies Pvt. Ltd.

May 2011 - May 2013

- Supported cross functional teams and drove delivery excellence initiatives through process optimisation, governance implementation, performance reporting, and continuous service improvement practices.

AUTHORED FRAMEWORKS & PLAYBOOKS

- ITTF, Integrated Transition and Transformation Framework: a structured, end-to-end handbook governing Service Transition and Service Transformation as parallel disciplines, with shared program initiation, governance, and financial controls.
- T&T Client Services Delivery Framework (Executive Edition): a ten-part program lifecycle framework spanning governance and PMO setup through formal client onboarding, delivery, risk and change control, to closure and hypercare, with a governance cadence, RACI matrix, and escalation matrix built in as ready-to-use templates.
- AI & Automation Guide for the Demand Manager: a practical playbook mapping every stage of the demand lifecycle, from ServiceNow intake through fulfilment monitoring, into concrete AI prompts and automation steps, paired with a phased, hour-costed implementation plan.

SKILLS, TOOLS, EDUCATION & CERTIFICATIONS

Certifications: MSP(P), PMP, CSM, ITIL, SAFe Basics

Program Management: Strategic T & T Management, Planning and Governance, Business Process Transformation, Key Account Management, Client Onboarding, Governance Cadence Design, RACI & Escalation Management, Customer Relations, Timeline Management, Exe. Stakeholder Engagement, PMO Leadership, RAID Management, Scope and Change Control, Multi-Vendor coordination

Demand Management: Demand Intake & Qualification, Prioritisation Frameworks, Demand Review Boards, Capacity Planning, Demand-to-Project Governance, Portfolio Reporting

Research & Analysis: Program or Project Financials, Program P&L, Program Board presentations, Reporting

AI Tools: Claude, ChatGPT, Gemini, Copilot

Tools: ServiceNow, Jira, MS Office Tools, MS Project, TEAMS

Education: MFT, BBA, DME, School Leaving Certificate

Languages: English, Hindi, Kannada, Tamil, Telugu

FOUNDER, JORA NEXUS

Alongside program leadership, I founded JORA Nexus, an intellectual capital company that originates original business concepts, enterprise frameworks, and strategic innovation, positioned as "Where What If Becomes Why Not." The venture maintains a growing Concept Vault of original business concepts spanning industries including aviation, automotive, hospitality, and technology, each disclosed to serious enquirers only under structured confidentiality. Its most visible work to date is JORA NEST, a prototype digital home product for businesses, students, researchers, and communities, live at joranexus.com.

SIGNATURE STRENGTH

I bring a balanced perspective that blends international best practices with respect for local contexts. By understanding diverse stakeholder expectations, regulatory environments, and organizational cultures, I ensure that deliverables are not only technically sound but also socially and operationally sustainable.