

One Tall Man. Multiple Domains. Measurable Impact.

A technology and service-delivery leader focused on connecting infrastructure reliability, customer outcomes, commercial discipline and workforce capability.

PROFESSIONAL POSITIONING

I bring a cross-domain perspective shaped by a career journey through enterprise technology environments, including Wipro, Aurobindo Pharma and NTT DATA. My approach is to understand the business need, build practical operating discipline, align people and partners, and translate technology capability into dependable service and customer value.

I do not view leadership as managing a single function. I connect service delivery, infrastructure, governance, commercial thinking and continuous learning—adapting to domestic or international client environments while keeping the customer outcome in focus.

CAREER GROWTH: FROM EXECUTION TO ENTERPRISE IMPACT

01 • FOUNDATION	02 • OPERATIONAL OWNERSHIP	03 • ENTERPRISE LEADERSHIP
Build technical understanding, troubleshoot service issues and learn how dependable operations support users and business teams.	Expand into service delivery, team coordination, IT asset and service management, stakeholder communication and operational governance.	Connect infrastructure, service performance, customer relationships, cost and risk, partner management and transformation priorities.

LEADERSHIP SIGNATURE

Customer Success & Acquisition Build trust, understand customer priorities, shape credible solutions and support relationships that encourage satisfaction and long-term value.	Service Reliability Prioritise stable operations, incident discipline, recovery readiness and the removal of recurring problems.
Commercial & Governance Mindset Bring cost, value, risk, controls, vendor accountability and service outcomes into the same decision.	People & Knowledge Multiplication Develop team capability through coaching, structured knowledge sharing and practical learning that reduces dependency on individual experts.

Team development: 250+ hours of training delivered to L1/L2 support resources. Leadership of teams of 30+ across the career journey; individual employer-level reporting counts are intentionally not listed.

CAPABILITY PORTFOLIO

Connecting Technology, Operations & Business

Capability areas are presented as a leadership and operating framework. The specific depth of hands-on experience, working knowledge and learning in progress should be validated area by area before being represented as proven expertise.

Enterprise Infrastructure, Data Center & Facilities Servers, storage, networking, endpoint operations, backup and recovery, capacity, availability, disaster recovery and business continuity.	Cloud & Service Models AWS and Microsoft Azure; IaaS, PaaS and SaaS; workload placement, security, resilience, operating responsibilities and cost governance.
ITSM, ITIL, ITAM, AIOps & Service Governance Service management, incident/problem/change practices, service levels, operational KPIs, automation opportunities and data-led operations.	Technology Economics & FinOps CAPEX/OPEX, ROI, TCO, budget planning, business cases, cloud cost visibility and value-based technology decisions.
MSPs, GCCs & Global Service Delivery Managed service provider governance, operating models, service integration, stakeholder alignment and delivery across locations and time zones.	Leadership, PMO & Workforce Team capability, knowledge transfer, operational governance, stakeholder communication, delivery coordination and continuous improvement.
Presales, Solution Architecture, GenAI & Automation Requirements discovery, solution shaping, value articulation, workflow automation and responsible evaluation of emerging technology.	

LEADERSHIP PRINCIPLES

- **Start with the customer:** define the outcome, set expectations and communicate early.
- **Make service measurable:** use clear ownership, service levels, operational indicators and follow-through.
- **Balance cost and resilience:** assess total cost, risk, business continuity and value—not technology features alone.
- **Grow the team:** turn individual expertise into repeatable practices, shared knowledge and stronger team capability.
- **Adopt innovation responsibly:** test use cases, protect data, retain human oversight and measure outcomes.

PROFESSIONAL DEVELOPMENT

Current learning priorities include Microsoft Azure, AWS architecture and cloud economics, FinOps, Generative AI for IT operations, IT automation, presales and solution architecture, and executive communication/business-case development. These are learning priorities, not claims of completed certification.

CERTIFICATIONS

ITIL v3 Foundation • ISO/IEC 20000 Foundation Bridge • PRINCE2 Foundation • AWS Solution Architect — exact credential titles, issuers, award dates and verification details are pending confirmation. No credential identifiers or verification links are asserted in this profile.

AVAILABLE FOR IMMEDIATE JOINING	CONTACT & PROFESSIONAL NETWORK
Open to leadership opportunities in service delivery, technology transformation across domestic and international client environments.	LinkedIn: linkedin.com/in/gurumoorthi-c-247b55396 Mobile/WhatsApp: intentionally not published.

Profile note: This is a newly written executive narrative, not a verbatim CV. Employer-level reporting counts, unverified metrics, dates, credential IDs and unsupported achievements have been omitted. Review all wording before public use.