



Naveen Kumar Malik

**MCA, VIT University,
Vellore, India**

**BSc (Computer Science),
University of Delhi, India**

8 years of multinational experience in IT Services Delivery and Client Relationship Management

Project Manager, HCL Comnet, India

- Spearheaded Service Delivery, Customer Engagement, Application Development and Maintenance for a \$60mn Infrastructure monitoring platform, from IT Service Management Tool perspective for a networking giant in USA
- Led onshore to offshore Transitions, Presales efforts, Customer Engagement, Application Development and Maintenance of various projects for global customers in area of IT Service Management, handling a global team of 12 people and \$1mn revenue
- Played a key role in Developing and Delivering IT Service Management solution to one of the first Remote Infrastructure Management accounts of HCL Comnet, was awarded the Certificate of Appreciation from CEO's Desk for outstanding performance and excellent contribution for this effort
- Varied exposure to global customers/geographies such as US, UK, Australia, South Africa, Ireland, Canada including various domains such as Networking, Music & Entertainment, Industrial Gases and Semiconductor

Sr. Software Engineer, Honeywell Technology Solutions Labs, India

- Engineered applications for Project Management, HR Management and Annual Performance Appraisal, resulting in cost savings of more than \$1mn
- Successfully cleared the Six Sigma phase-1 initiative led by the company. Adhered to Honeywell Technology Solutions quality process and standards, which intern are ISO and CMM certified

Achievements

- Led various business and time critical onshore to offshore transitions, customer engagements, implementations and service deliveries for global customers
- Awarded various team and individual excellence awards for outstanding performance and excellent contribution to various customer engagements
- Created technically and managerially competent workforce of future leaders to lead future customer engagements and deliveries
- Led various process initiatives being implemented in the department

Career Aspirations

Business Development, Corporate Strategy, Marketing and General Management