



PALLAVI AGRAWAL

Technology Delivery Manager-
ITOps Strategy | Observability | SRE

PROFESSIONAL SUMMARY

Technology Delivery Manager with 10+ years of experience helping organizations improve Reliability and Operational excellence through Observability, Site Reliability Engineering and AIOps Transformation. Experienced in leading cross-functional teams, designing operating models, and aligning business strategy with technical solutions across Financial Services, Retail, Energy, and Automotive industries. Founder of a 900+ member Women in Tech community and conference speaker

CONTACT

✉ pallavi.61093@gmail.com

🔗 [LinkedIn](#)

📍 Hamburg, Germany

EDUCATION

Bachelor of Technology in Electronics & Communication Engineering

Manipal University, India

2012-2016

8.90/10 GPA (1.37 German Grade)

CORE EXPERTISE

Strategy & Leadership

- Platform Strategy
- Operating Model Design
- Stakeholder Management
- Team Leadership
- Digital Transformation
- Agile Project Delivery

Engineering & Operations

- Observability
- Site Reliability Engineering
- Platform Architecture
- AIOps

Technologies

- Dynatrace
- New Relic
- Splunk
- ServiceNow

WORK EXPERIENCE

Technology Delivery Manager, Accenture

May 2022 - Present

Hamburg, Germany

- Observability Market Lead driving pre-sale activities and solution architecture design across Central & Eastern Europe clients in Energy, Retail, Finance, Automotive industries.
- Led delivery teams of up to 15 consultants to implement enterprise Observability and AIOps platforms across multiple industries.
- Drove projects with cross-regional Stakeholder management, IT strategy design and organisational transformation to future ready IT Operating Models
- Spearheaded Site Reliability Maturity Assessments for large-scale clients in areas of Problem Management, Automation and culture change to drive business value

Site Reliability Engineer, Diconium

Oct 2021 - Apr 2022

Hamburg, Germany

- Provided end-to-end Operational Infrastructure support on performance and scalability of Volkswagen's online webshop, supporting over 10 brands in 6 European markets.
- Led rollout projects for newly onboarded brands on the webshop with key focus on moving from traditional Ops to SRE

Production Operations Engineer, BlackRock

2016 - 2021

Gurgaon, India

- Supported BlackRock's critical investment platform 'Aladdin' for 100+ clients around root cause resolution of IT Operational issues, disaster recovery and platform administration
- Acted as SRE Champion across engineering teams to design and implement central IT Monitoring solutions based on multi-vendor Monitoring tools

LEADERSHIP & COMMUNITY

- Founder of a Non-Profit Organization for Women in Tech in Hamburg with over 900+ members since 2023 ([Radio](#))
- Active Mentor for women pursuing a career in Tech via platforms e.g. [CoffeeCodeBreak](#)
- Public Speaker at Global Tech Conferences (recent: [DevOpsDays Zürich](#))

CERTIFICATIONS

- Certified Delivery Professional – Accenture
- Certified SAFe 5 Practitioner
- ITIL v4
- Dynatrace Sales Engineer
- Dynatrace Associate
- New Relic Observability Practitioner
- Splunk Enterprise Certified Admin
- SRE Foundation
- Microsoft Azure Certified Admin

INDUSTRIES

- Finance
- Retail
- Energy
- Automotive
- Air Navigation

LANGUAGES

- German (B2: Speaking Proficiency)
- English (C2: Fluent)
- Hindi (C2: Native)