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IT INFRASTRUCTURE & PROJECT MANAGEMENT ~ IT OPERATIONS ~ WINDOWS AD, & O365, ~LOAD BALANCERS ~ ZSCALER ~ ZTA SECURITY ~ FIREWALL ~ DR PLAN & BACKUP ~ SOFTWARE COMPLIANCE ~ AWS CLOUD ~ ~ AZURE CLOUD ~ ~ WEB APPLICATION FIREWALL ~

Offering an impressive **experience of 12+ years** in delivering optimal results and business value via technology solutions

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PROFILE

- Technically competent professional with significant experience acquired over the years in diverse areas encompassing **Information Systems Management, Dell, HP, Cisco Technology, Network Management, Technical Support and Team Management.**

- Spearheaded as **an Associate Manager – IT Infrastructure & Support with Pro-Vigil, Inc** Comprehensive understanding & knowledge of System Administration under multi-platform environments, including installation and configuration, IT projects, maintenance, troubleshooting and disaster recovery management.

- Working experience on Co-location **Datacenter environment** and have participated on datacenter design in **Indian Naval Dockyard (Vizag)**

- Participated in planning and managing large IT migration and conversion projects.

- Proficient in **installation and configuration of IT Networks, maintenance, troubleshooting and network user management** with experience in installation, up gradation, configuration, and support of LAN, WAN, hardware, routers, servers, peripherals and other network devices, RFID, Barcodes.

- Experience in working multiple network monitoring tools like **Solar Winds, Thousand Eyes, and PRTG & Manage Engine monitoring tools.**

- **Experience on ZScaler & Manage Engine (NSM) & Force point with exposure and experience on ZTA networks.**

- Excellent working knowledge on big network environment (LAN & WAN) and Datacenter

- Adept at **mapping client's / End users' requirements, custom designing solutions & troubleshooting for complex system/ IT related problems**.

- Well versed **information system set-up and optimization of Windows 7/10/11 workstations, Windows 20012/20016/2019,** ADS, DHCP, WSUS Server, Printer/Scanner Server, Data Server, Symantec VERITAS Data Backup & VEEAM, MacAfee and Symantec antivirus servers & IT Policy and Process Documentation.

- Highly skilled in **implementing IP Routing, firewalls, Switched Networks, Troubleshooting and Maintaining** IP Networks.

- Proactive and **goal-oriented professional with established record of success in leading corporate technology initiatives**; flexible and able to adapt quickly to changing business environments and needs ensuring the delivery of new cost-effective IT Infrastructure solutions on time and under budget.

- Core Areas **Windows, AD, Server, Networking - LAN & WAN, Storage - SAN & NAS, Backup solutions, Firewall and Data Security**.

- **Strong Project Management skills; expert in organizing, planning, and executing large-scale projects from start through implementation.**

Core Competencies

Strategic IT Planning/ Roadmap	IT Security	Server Management	Liaison/Coordination
LAN/WAN Installations	Service Management	Service Excellence Initiatives	Incident Management
Technical Support Functions	Project Management	SLA Management	Change Management
Risk Management	Team Management	Backup & Recovery	Compliance Control
Jams Pro MDM	Apple Business Manager	Network Monitoring	

PROFESSIONAL EXPERIENCE

Dodla Dairy Limited   **Jun'24 – Till Date**
Manager IT – Network & Security
IT & OT Network & Security Support

- To ensure overall security and reliability of the organization's IT & OT network and security systems.
- Responsible for effective and efficient network design, implementation and management to ensure connectivity, performance and reliability across 21 Plants & Corporate office locations.
- Implement and ensure appropriate network segmentation to isolate critical systems and network access controls to prevent unauthorized access to sensitive resources.
- Responsible for setting up robust network monitoring mechanism, for timely identification and resolution of network issues in order to ensure smooth operations, implemented PRTG Network Monitoring Tool for traffic monitoring & availability uptime.
- Responsible for refinement and implementation of security policies & procedures of the organization as per business and regulatory requirements.
- Ensure end-to-end security of all devices and applications by implementing security best practices in coordination with relevant stakeholders.
- Ensure the security of cloud-based resources by configuring appropriate access controls, encryption, and monitoring mechanisms, coordinating with cloud partners.
- Implemented security controls for operational technology (OT) systems to protect against cyber-physical threats.
- Prepare and participate in security audits, to meet regulatory and compliance requirements, viz., Stat Audits, SEBI, CERT-IN requirements, VAPT, IT Act, ISO 27001 and other internal & external audits.
- Responsible for management of network & security incidents, and implement corrective actions to prevent future occurrences.
- Identify and work towards remediation activities to address potential security risks and vulnerabilities across IT environments, including on-premise and cloud.
- Responsible for development and maintenance of network & security Disaster Recovery & Business Continuity Plan to ensure the organization can recover from disruptions and outages.
- Takes up orientation sessions to all the stakeholders to keep them updated on information security / network & security policies & procedures, latest technologies and threats.
- Implemented Sequretek SOC XDR with SIEM and SOAR for 24/7 real-time monitoring of firewalls, WAF, EPS, and EDR to detect and respond to security threats.
- Actively involves in preparation & management of network & security budget. Aims at providing cost-effective solutions without compromising on security.
- Responsible for resolution of network & security related issues escalated across the organization.
- Responsible for all fulfilling all documentation & reporting requirements as needed by the organization and as per the direction of reporting manager.
- Coordinates with Head - IT in design, implementation and management of IT network & security roadmap.
- In the absence of Head-IT, assumes his Roles & Responsibilities, subject to discretion and direction of the management.
- Should take care of Roles & Responsibilities of Manager - IT Infra in his absence, subject to approval and as advised by Head-IT
- Coordinating with team for business process analysis and understanding technical & functional specifications.

Flyhomes Inc   Oct'23 – Dec'23
Sr. Manager
Global IT Infrastructure & Support

- Responsible for directing, defining, and coordinating IT Infra support also established objectives, developing requirements, planning schedules, and monitoring technical issues.
- Handing of service tickets of 24/7 infra structure with 95% and above accuracy and Team governance to ensure all tasks are completed according to the timeline.
- Partner/Vendor management, including negotiation and coordination with them for any local IT related requirements.
- Addressing queries regarding the information system / in house software & extending onsite support including maintenance of hardware and software.
- Monitoring functioning of equipment/ peripherals and making necessary modifications to ensure system operates in conformance with specifications.
- Coordinating with team for business process analysis and understanding technical & functional specifications.

Pro-Vigil. Inc (Virtual Guard Services)   Since Apr'17
Associate Manager Global IT
Infrastructure & Support

- Responsible for directing, defining, and coordinating IT Infra support also established objectives, developing requirements,planning schedules, and monitoring technical issues.
- Partner/Vendor management, including negotiation and coordination with them for any local IT related requirements.
- Addressing queries regarding the information system / in house software & extending onsite support including maintenance of hardware and software.
- Monitoring functioning of equipment/ peripherals and making necessary modifications to ensure system operates in conformance with specifications.
- Completed IT Risk Assessment and Business Impact Analysis for Operations and created IT Business Continuity Plan.
- Efficiently providing administration and troubleshooting for network servers and resolving connectivity issues.
- Responsible for providing proper installation, integration, and initial operation of the desktop environment to support the business needs.
- Assisting the development of overall objectives and long-range goals for the assigned area. Responsible for managing a staff function of the IT organization's needs.
- Coordinating with team for business process analysis and understanding technical & functional specifications.

- **Responsible for**
  - Building 24x7 uptime of IT services to support round the clock business requirements.
  - Managing Local and Wide area network, windows domain, and application functionalities.
  - Defining process, vision & design, enhancement strategy.
  - Expertise on Enterprise G Suite (Google Workspace) tools & applications.
  - Knowledge in RingCentral communication administration for employees for customers & support teams call ques handling and troubleshooting. (VoIP Services)
  - Established Global IT Helpdesk and achieved response and resolution time SLAs of > 85%
  - Management of Office 365 with professionalism and assistance for all employees.
  - Worked on multiple applications for IT service management applications Like Eg: Jira, ManageEngine ServiceDesk
  - Building HA, high performance and zero downtime architecture and developed diverse infrastructure systems capable ofmanaging networks.
- Instrumental in Finance and Budget Control, IT Governance & Quality Control and IT-Infrastructure Design.
- **Project Handled: Successfully completed Employee HRMS & ESS (Greyt) portal synchronization from Biometric system.**

As a Associate Manager – IT Operations
- Configured networks to ensure smooth, reliable operation to meet business processes and objectives.

- Constructed and maintained the Virtual Local Area Network (VLAN).
- Monitored the stability of the network and wireless services to ensure comprehensive stability.
- Managed and ensured the stability of all network and wireless services throughout the enterprise.
- Maintained daily, weekly, and monthly backup reports.
- Coordinated with third party vendors for faulty H/W and New H/W support.
- Involved in network monitoring & WAN link with depots using third party software.
- Maintained user profiles and security standards.
- Experienced in supporting Cisco routers, switches, wireless access points and network servers. Installed, configured, and supported the local area network (LAN), wide area network (WAN) and Internet system.
- Provided planning for annual budgets to fund IT projects and controlled spending within budget.

As a Sr. IT Support Lead – IT Operations

- Diagnosed and resolved hardware, software and network problems and replaced defective components.
- Participated in on-call rotations during holidays, weekends, and overnights to handle emergency network situations.
- Performed necessary maintenance to support network availability.
- Planned, coordinated, and implemented network security measures and Maintained daily, weekly, and monthly backup reports.
- Reviewed network settings and made immediate updates, which improved overall security measures.
- Troubleshooting and resolving firewall software and hardware issues, including VPNs, connectivity issues, logging, cluster configurations, and hardware installations.
- Configuring failover redundancy for WAN links through WAN link load balancer.
- Installed and upgraded internal and third-party software and Managed all software and hardware issues for end-users.

Sainath Information Technology   **Jan'15 – Mar'17**
Sales & Service Engineer

- **Responsible for**
  - Supporting servers, desktop, laptop, and networking equipment's.
  - Installing/configuring/Maintaining of different OS environment like Windows 2003, 2008,Windows XP, 7, etc.
  - Deploying STD Software like office, Antivirus, recommended patch sets.
  - Performing day-to-day systems administration tasks, user management, file system maintenance, backup/recovery and monitoring.
  - Handling of Consumer & Commercial sales & service in Government, public & private Organizations. Briefing out to the customer about the product as per their requirement and giving out a unique solution.
  - Configuring networking devices, maintaining telephone and lease line.
  - Troubleshooting and resolving firewall software and hardware issues, including VPNs, connectivity issues, logging, cluster configurations, and hardware installations.
  - Deploying new desktops and laptops to users.
- Provided cutting edge information technology solutions aligned with the business requirements within a short turnaround time.
- Collaborated with cross-functional teams and deploying technology to build successful solutions; capable of leading and managing multi-sited & multicultural project teams with prudent judiciousness and utilization.

Vertilinks, Inc   **Jun'14 – Dec'14**
Sr. System and Network Administrator

- Responsible for desktop support, maintenance, and system administration.
- Providing Remote & Call support for any troubleshoots in PC's and Laptop on windows platform for the customers& employees.
- Install hardware and peripheral components like disk drives, printers, keyboards, and monitors.
- Load software packages such as networking components, operating systems, and office applications.
- Update on status to manager and users through voice mail, email and in-person communication.

- Install, repair, and conduct preventive maintenance of personal computer by providing technical support.
- Troubleshoot software and hardware failures and determine network problems.
- Configure PCs and laptops, problem ticket resolutions and track problems using Remedy system.
- Integrate and test activities by migrating applications from development to operational environment.
- Troubleshoot through phone hardware and software and engage technical resources to resolve.
- Determine and research user questions and isolate and resolve information systems problems.
- Implemented security policy and virus protection.

Access 2 Future Limited   **Feb'11 – Apr'14**
Senior System Engineer & Stores In-Charge

- Maintenance and Troubleshooting of PCs &Networking and Assembling the System and installing Software's.
- Debugging & troubleshooting related to software's, SMPS and Motherboard.
- Troubleshooting hardware, software & networking related issues at executive's end.
- Maintenance and troubleshooting of servers and maintaining domain server and client computers.
- Configuration of Outlook Express and taking backup of data.
- Regular updating of windows and antivirus programs database.
- Represent as store sales targets and store stocking.

Harsha Marine Designers   **Jan'10 – Feb'11**
Senior System Engineer & Stores In-Charge

- Assembling the System and installing Software.
- Troubleshooting & maintenance of PCs.
- Fault finding & trouble shooting related to software's, SMPS and Motherboard.
- Troubleshooting hardware & software related issues.
- Any errors of network related issues in AutoCAD and Ship building Software and Solving of network related errors in SQL-Server.
- Taking back-up of ship-con order system from the related software and
- Configuration and taking back-up of Outlook Express & maintaining the domain server.

EDUCATIONAL CREDENTIALS

Bachelor of Science (B.Sc.) – Computers, 2005-2007 from Andhra University

Certifications
- Cisco Certified Network Associate (CCNA)
- ITIL Foundation V4 (By PeopleCert)
- Azure Administrator AZ- 104 certified

Trainings Undergone
- Red Hat Linux Foundational course
- AWS Solution Architect – Associate
- Azure Fundamentals (AZ-900)
- Cisco Certified Network Professional (CCNP)

Technical Skills
- Experience on Microsoft Windows 10,11, 2012/2016 server, desktop application support and Software application support.
- Experience on DELL devices, IP based printers and Multifunction devices, IP Phones.
- Sound knowledge of PC hardware, PABX and phone systems.
- Hands on experience in handling audio and video conferencing Device.
- Experience in supporting remote branches using remote control tools (Remote Desktop Support).
- Security access control system (CCTV & BMS).

Date of Birth: 12th October 1987