



Infrastructure Cyber | Project Management & Delivery | Cloud & Cyber-Security Operations

A competent professional offering **over 22 years** of experience; currently working as **IT Manager (Operations)**; managing **IT Operations & Infrastructure** in a **cloud** and **on-premises environment** and providing solutions focused on improving operational efficiency and generating revenue. Available in UAE for immediate joining for new assignment.

+971504753686

Dubai

Prasant-141823@2freemail.com

PROFILE SUMMARY

- Forward-focused Project Professional with expertise in managing projects from scope management to activity sequencing, effort & cost estimation, risk analysis to quality management
- Experience in designing IT infrastructure and implementing technology to support large user groups & servers
- Hands on experience in implementing AVAYA Telecommunication within head office and the branch to fulfill management request to cost cut on international call billing which reduced 80% of yearly bills
- A goal-oriented professional with hands-on experience in leading large teams for successful global project execution and business development while elevating customer satisfaction in line with SLAs and work processes in various domain
- Extensive Project Management & Governance experience; proficient in developing & implementing solutions, partnering closely with business leaders & stakeholders to achieve higher levels of efficiency with proven capabilities in on-time delivery of projects
- Experienced in successful execution of projects and ensuring 100% compliance to processes and guidelines for new branch set-ups from scratch
- Experience in suggesting appropriate business as well as technology-based solutions and swiftly ramping up infrastructure, datacenters, network systems and server programs
- depth understanding of multiple, diverse technologies & processing environments of technical architecture
- Front-led end-to-end perfection across Incident, Change, Service, Problem Management with excellence in managing issues that could impact end-to-end delivery operations
- Track record of establishing cordial relationships with end users, stakeholders, technical teams & vendors for successfully executing concurrent projects
- An effective leader with capabilities in leading & motivating teams and maintaining deliverables as per the defined guidelines along with elevation of service standards for operational excellence
- Strong team management skills, with proficiency in leading & motivating individuals to maximize levels of productivity

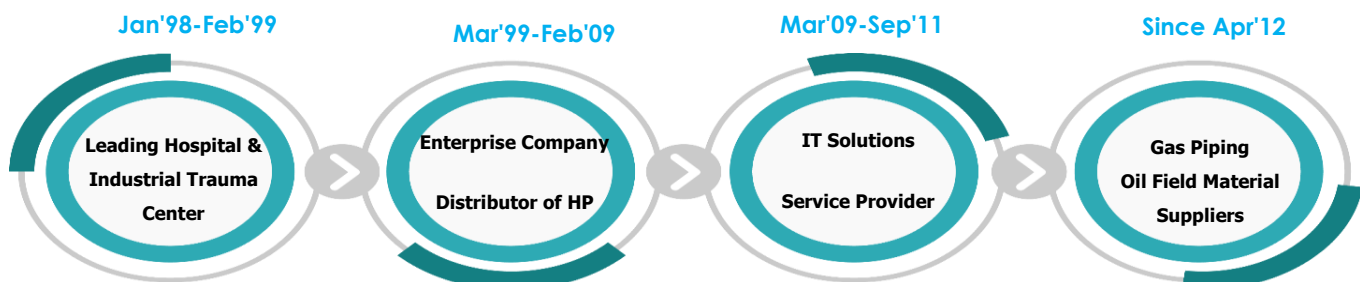
EDUCATION

G. C. A. from National Education of Management & Technology Studies, Mumbai in 2009 with 1st class

CORE COMPETENCIES

IT Infrastructure Management	<div></div>
Project Planning, Management & Implementation/ Service Delivery	<div></div>
IT Operations Management	<div></div>
Client/ Engagement & Management	<div></div>
Networking & Security	<div></div>
Technology Integration & Monitoring	<div></div>

Career Timeline





Work Experience

Since Apr'12 with Oil Field Material Supplier Company based in Free Zone, Dubai as IT Manager (Operations)

Key Result Areas:

IT Infrastructure

- Ensuring application of & compliance with the company's policies in administration of IT infrastructure & facilities after review of new hardware and accessories
- Assessing infrastructure requirements of the organisation in terms of software, hardware and other peripherals / products, and handle procurement of the same Streamlining operation procedures and advising management to adopt modern techniques, which help organization to maintain flawless system
- Recommending IT infrastructure requirements and upgrading to ensure acceptable levels of Security, Disaster Management and Data Recovery plans.
- Managing functions such as IT service desk, hardware installation and configuration. Manage Windows 2003/2008 active directory, Domain Users and Groups with Security Policies
- Attending day-to-day hardware breakdowns; managing preventive maintenance of the computers, by ensuring that hardware equipment function smoothly as well as control movement of computer equipment
- Planning & designing Local Area Networks (LANs) and Wide Area Networks (WANs) across the organization
- Ensuring availability and security of LAN & WAN; troubleshooting LAN connectivity issues, software and hardware

Service Delivery Operations

- Heading service delivery functions, to ensure end-to-end ownership of incidents and service requests
- Meeting deadlines and Turn Around Time without compromising quality norms and adhering to SLA
- Understanding and coordinating client's needs / enhancements, customization, software-related issue of clients to provide solutions in adherence to delivery schedules

Project Management

- Planning project activities viz. Scoping, Estimation, Tracking, Change Management, Delivery Management & Post Implementation support
- Implementing project plans within preset budgets and deadlines
- Monitoring delivery management for technical deliverables of concurrent projects Overseeing installation of application software under multi-platform environments, deployment of servers, disk quota management, network, and monitoring the same

Networking Operations

- Managing the overall administration of network system involving design of network layouts, configuration & maintenance of network
- Maintaining network, data communication hardware & software environment
- Troubleshooting networking problems to ensure minimum downtime & maximum availability of network
- Testing various scenarios on test setup and then conducting the same on the telecom network backbone

Cyber Security:

- Contributing as Technical Consultant – Cyber Security, with excellence in heading the Endpoint and Cybersecurity Projects and data security deployment
- Managing cyber security for multiple clients and promoting security culture within the organizations
- Steering the delivery of projects from the stage of initiation till monitoring & control including planning, estimation & scheduling, integrating change control, planning risk responses and contingency planning
- Showcasing proven excellence in managing end-to-end deployment, implementation and project consulting functions
- Drafting detailed work plan/breakdown structures & promoting shared accountability for achieving project deliverables
- Providing recommendations to management on issues related to information and cyber security
- Leading multiple Cyber Security Projects, proving consultancy & conducting organization-wide Cyber Security Awareness Programs

Cloud Operation:

- Understanding the need for the project and then architect the cloud infrastructure according to the requirement of resources
- Assisting with cloud deployment & integrate newly developed and existing applications into private, public and hybrid cloud environments
- Leading migration all the applications & their databases on the cloud infrastructure using industry-leading tools, utilities and methodologies
- Partnering with owners and managers to create IT roadmap for modernizing the business
- Developing a culture of operational excellence using industry best practices for change management, release management, incident management, and risk mitigation
- Coordinating and plan ops-specific projects within the ops team
- Driving process improvement, new tools roll out, data quality improvements in Engineering & Operations
- Deep expertise in systems-level and large scale systems programming: storage and file systems, networking, clustering technologies, and distributed systems

Other Roles:

- Leading Datacentre Operations & IT Infrastructure Projects along with a team of XX members and defining service standards & guidelines, governance structure that serve as benchmark for excellent service delivery

- Providing inputs to leads on datacentre investment solutions towards improving operations to recover ROI
- Managing daily operations to ensure that the network and the infrastructure are up & running
- Planning & executing the integration/ calibration of new services & products (Solution Design)
- Directing complete portfolio of projects including budgeting, planning, vendor selection and execution
- Designing solutions with new technologies and evaluating architectural alternatives; ensuring delivered solutions meet/performance to technical and functional/non-functional requirements
- Collaborating with cross-functional teams to manage all aspects of the IT Operations including IT planning, strategy and maintenance ensuring alignment with company goals
- Focus on benchmarking, evaluation, reporting on implemented process improvement initiatives aimed at growth of IT infrastructure and IT systems. Set up helpdesk and technical support services for end-users
- Spearheading complete functions of project execution as per the business targets with focus on optimal utilization of resources and adherence to service delivery metrics
- Devising and implementing several continual service improvement initiatives to enhance process efficiencies & quality
- Ensuring adherence to compliance, quality and project governance policies to achieve defined quality standards
- Assisting in resource planning as per the project requirements in coordination with Business Leaders
- Drafting/ ensured compliance to IT policies and procedures for architecture, security, disaster recovery, standards, purchasing and service provision
- Monitoring overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize clients satisfaction level

People Management

- Managing recruitment, training and selection of service desk personnel as well as organizing, planning, and staffing operations
- Identifying the team's training & development needs and conducting appropriate training program



Previous Experience

Mar'09-Sep'11 with Agape IT Solutions, Navi Mumbai as IT Manager (Infrastructure)

Mar'99-Feb'09 with Simran Enterprises, Mumbai as Senior System & Network Administrator

Jan'98-Feb'99 with Mahajan Hospital & Industrial Trauma Center, Navi Mumbai as System & Network Engineer



Projects Managed

- **Project:** Migration of AD and Exchange from on-premises to Cloud; **Company:** Petrogas Group; **Duration:** 6 months; **Environment:** Office365, Azure, Win 2012R2 server, Migrations tools; **Details:** Migration, Configuration, Training, Implementation, Support; Employee collaboration more easily and efficiently, implementation & support services; **Role:** Managing, and Administration
- **Project:** Complete intelligent communications solution with full-featured telephony/voice communications, networking; **Company:** Petrogas, Dubai(UAE), Muscat(Oman), Dammam(KSA); **Duration:** 8 months; **Environment:** Avaya, PABX, VPN tunnel, DynDNS; **Details:** Employee collaboration more easily and efficiently design, implementation & support services; **Role:** Designing, Managing, and Administration
- **Project:** Physical Parameter Security; **Company:** Petrogas, Dubai(UAE), Muscat(Oman), Dammam(KSA); **Duration:** 3 months; **Environment:** Multiple brands and technologies; **Details:** Physical security of data centers, Offices, and Warehouses; Biometric access points, CCTV surveillance, and sensors, Design, implementation & support services; **Role:** Designing, Managing, and Administration
- **Project:** The transition from a traditional environment to a robust, secure, and corporate environment; **Company:** Petrogas Group; **Duration:** 9 months; **Environment:** Windows, Linux, Cisco, DellSonic, Microsoft; **Details:** System Security, Server Security, Network Security, Wireless Security Design, implementation & support services; **Role:** Designing, Managing, and Administration
- **Project:** IT Infrastructure; **Client:** BBVA, Mumbai; **Duration:** 4 Years; **Environment:** Windows, VPN, Exchange Server, Video Conference, Proxy Server, Wi-Fi Tech; **Details:** IT Infrastructure design, implementation & support services; **Role:** Managing and Administration
- **Project:** IT Infrastructure; **Client:** Gleason Works, Mumbai; **Duration:** 6 Years; **Environment:** Windows & Linux, ERP, Proxy Server, Wi-Fi Tech, Linux Server, Accounting Packages; **Details:** IT Infrastructure design, implementation & support services; **Role:** Managing the team
- **Project:** IT Infrastructure; **Client:** Srihans Electricals Pvt. Ltd., Mumbai & Talaja; **Duration:** 5 Years; **Environment:** Mac & Windows, Wi-Fi Technology, Proxy Server, Data Server; **Details:** IT Infrastructure design, implementation & support services; **Role:** Administrator
- **Project:** IT Infrastructure; **Client:** Soham Energy International, Mumbai; **Duration:** 2 Years; **Environment:** Windows, Wi-Fi Tech, Accounting Package; **Details:** IT Infrastructure design, implementation & support services; **Role:** Administrator



Certifications

- Pursuing Ethical Hacking and Countermeasures from EC-Council University
- Certified Ethical Hacker (CEH) – Candidate
- Project Management Professional (PMP) - Candidate
- PRINCE2® Practitioner Certificate in Project Management
- PRINCE2® Foundation Certificate in Project Management
- ITIL® Expert Certificate in IT Service Management
- ITIL® Continual Service Improvement Certificate
- ITIL® Managing Across the Lifecycle Certificate
- ITIL® Service Operation Certificate
- ITIL® Service Transition Certificate
- ITIL® Service Design Certificate
- ITIL® Service Strategy Certificate
- ITIL® Foundation in IT Service Management
- Red Hat Certified Technician (RHCT)

Top Skills



PERSONAL DETAILS

Nationality: Indian

Date of Birth: 17th November 1977

Marital Status: Married

Driving License: Dubai Light Vehicle

Visa Status: Wife Sponsorship

Reference: Available upon request

Please contact us on below numbers for arranging interview free of any costs.



Arabian Job Seeker

Helping you to search best jobs & talent since 2002

ANUP P BHATIA
HR CONSULTANT

WhatsApp: +971504753686
feedback@arabianjobseeker.com

Office No 568, Dynamic Business Center, Abu Baker Siddique Metro Station, Dubai

Human Resource, Management, Marketing Research & IT Consultancy
Portal Services | Public Networking | Social Media Digital Marketing | Web Designing

CV Writing & Distribution | CV Highlight | Video CV | Certificate Attestation | Visa Service
Job Posting & Advertisement | Staff Recruitment | Business E-Marketing