Rahul

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IT Manager

CCNA (Cisco), FCNSA (Fortinet), CCNSP (Cyberoam)

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Looking forward to work in a managerial position for a growing organization that will utilize my management, supervision and administrative skills to benefit mutual growth and success. Technically sophisticated and business savvy management professional with a pioneering career reflecting strong leadership qualifications coupled with “hands on” information system, networking expertise and project management.

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| **SKILLSET SYNOPSIS** |  |

**IT Strategic Planning / Business Solutions / Team Leadership / Cost Saving & Budgeting / Project Management Capital Expenditure Planning / Contract Negotiations / Vendor & Client Relationship**

* Dynamic, Solutions-oriented professional, offering more than 4 years of progressive experience in Project Management, Resource Management, Business Development, and Vendor Relations within a global environment.
* Accomplished IT leader; commended for generating substantial cost savings; successfully utilizing technology and engineering solutions; and effectively overseeing high-performing IT teams in multi-discipline fields.
* Equipped with well-defined communication, analytical, technical, problem-solving, multi-tasking, and management skills.
* Highly effective manager; accounted for managing operational strategies and enterprise-wide implementation projects, while consistently executing revenue-producing activities.
* Strategic Planner, Budget Development, Problem & Change Management, Administration & their Implementation.
* Continuous Process Improvements and Policy making.
* Organizational Leadership and Team Building.

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| **PROFESSIONAL DASHBOARD** |  |

**IT Manager** | Since Jan, 2012

***MAB Group of Companies, Dubai, UAE***

Work experience includes activities like:

Technical:

* Provide technical expertise in design, development and systems integration.
* Solve technical problems to provide an efficient environment for project implementation.
* Hands-on experience with **Microsoft Server** – DC, DHCP, DNS, AD, File Server & Exchange Server etc. Trained on MCPIT.
* Hands-on experience with **Core Networking** – Currently pursing CCIE, expert on various Switching & Routing products like Cisco, HP, Allied Telesis, Brocade etc.
* Worked on **Virtualization** – Hyper-V & VMWARE. Designed, tested and implemented projects with high availability including upgradation and migration.
* Well versed in **Security Firewalls** – Fortinet & Cyberoam. Restructured and administered the firewall for the MAB, increasing their security aspects. VPN connectivity etc.
* Hands-on experience with **Wireless Systems** brands like HP, Cisco, MERU, Aruba, Motorola etc. Have implemented dozens of projects.
* Expert in **Storage System, Backup Solution** - Have designed and configured huge storage boxes of various brands like EMC, DELL, HP, Infortrend etc. And have worked on various backup solution softwares for extensive clients.
* **Monitoring System Software** like HP Sitescope, Solarwinds, PGRT are few of them I have worked on for clients and internally.
* Also have extensive experience with various CCTV system and Access Control System.
* Guide the team through the development, testing and implementation stages and review the completed work effectively.

Management:

* Project management and documentation:
  + Planning and Defining Scope for the project.
  + Client, Supplier/Vendor Management.
  + Resource planning, Project cost estimations and budgeting.
  + Activity planning and project scheduling.
  + Prepare project documentation and work completion report.
* Ensure standard operating procedures and project guidelines are in place.
* Make sure quality standards are met within the deadline and manage project deliverables in line with the project plan.
* Monitoring sub-contractors/vendors to ensure guidelines are maintained.
* Project evaluation and Quality check through regular monitoring and process oriented work flow.
* Risk analysis - Managing risks and Issues. Responsible for managing technical risks throughout the project.
* Provide cost effective solutions based on the clients requirements.
* Ensure the team is provided proper training and kept updated with the new technologies.
* Provide an efficient working atmosphere to project teams and ensure objectives are met within stipulated time.
* Estimate project budgets, coordinate with finance department for funds and plan for purchasing of equipment and hardware in a cost-effective way.

Other Responsibilities:

* Managing & maintaining complete IT Infrastructure including Access Control and CCTV for the entire organization (Global Infrastructure – 13 subsidiaries across 7 countries) through a highly technical qualified team.
* Active member of Policy & Process team for the organization.
* Decision maker for all IT related jobs including procurement and training.
* Strengthening the IT infrastructure through implementing new technologies and upgrading the standards.
* Facilitated weekly/monthly meetings, individual consulting and quarterly/half yearly performance evaluations to motivate the team and prepare a cohesive work environment.
* Set target for every team member and evaluate their performance on a regular basis there by increasing their work efficiency.
* Maintain SOP, Change Management and its documentation process is maintained for all the systems.
* Writing documentation for ICT procedures, security and disaster recovery.
* Reporting to the Directors of the organization, regularly communicating and discussing with them on the new process and best practice implementations.
* Full network administration, connection establishment between remote offices, ensuring security protocols adhering to company policy etc.
* Streamlined Information Technology department by separating support tasks and implementing best practices.
* Backup Management, Monitoring and Management of servers through third party tools.
* Plan and Manage the IT budgets and the expenditure on hardware and software.
* Inventory Management for software and hardware; also perform routine audits of systems and software.

**Senior Network Engineer** | Jul 2011 - Jan, 2012

***MAB International Services LLC, Dubai, UAE*** (A company of MAB Group of Companies)

Work experience includes activities like:

* Hands-on experience on **Virtualization, Microsoft Servers, Security Firewalls, Advanced Networking, Storage system, Backup Solution & Monitoring systems**.
* Configured and administering Fortigate firewalls for various location and have established connectivity between remote offices.
* Configured and maintaining DC, DHCP, DNS, AD and File Server for the Head office and remote office.
* Configured network for various projects for from core level with various VLANs and routings.
* Designed virtualization system on Hyper-V & VMware with high availability for various servers.
* Expert in Storage system - Have designed and configured almost half petabyte storage and more than 5 projects with around 250 Terabyte each.
* Managed various IT projects for huge Data centers, Windows Servers, Networks and Wireless system.
* Technically associated with the team in designing
* Have led teams with highly qualified engineers on various projects.
* Managed high level secured networks for the organization and various clients.
* Also have hands-on experience in IP CCTV System and access control system.
* Re-configured the entire network for head-office and designed the network for remote offices around the globe.

**System Support Engineer** | Jan, 2010 - Jun, 2011

***Xchanging LTD, India (Bangalore)*** (Previously Cambridge Solutions LTD)

Work experience includes activities like:

* First point of contact & Support for global customers.
* Manage the flow of day-to-day operations.
* Assign tasks to team members and making sure SLA’s are met.
* Provide training that team member’s need.
* Pay special attention to escalated issues.
* Approve the change request made by team members.
* Recreate case scenarios for deep inspection on the tickets.
* Coordinate with the Development team & Clients on the change request made to fix bugs.
* Prepare strategy, shift rooster and reports.

**System Engineer** | Sep, 2007 - Jan, 2010

***Cambridge Solutions LTD, India (Bangalore)***

Work experience includes activities like:

* Support 600+ employees on various systems.
* Network/Switch administration.
* Microsoft Server administration – Active Directory (AD), File Server DHCP, DNS, WSUS, ISA Server
* Maintenance of User Access in File server and Microsoft Visual Source Safe database server (VSS).
* Monitoring the Server Performance through HP Sitescope.
* Level 1 & 2 Support engineer.
* Preparation of Monthly Inventory Reports.

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| **ACADEMIC WALL** |  |

**Certifications**:

* CCNA [Cisco]
* FCNSA [Fortinet]
* CCNSP ]Cyberoam]

Bachelor of Engineering (ECE) | 2003 – 2007

*Anna University, Chennai, India*

Science Major | 1991 - 2003

*Kendriya Vidyalaya, Kalpakkam, India*

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| **PERSONAL WALL** |  |

**Activities**:

* Cooking
* Playing Violin
* Gaming

Date of Birth : 16-Mar-1986

Nationality : Indian

Languages Known : English, Hindi, Malayalam, Tamil & Kannada.

Driving License : UAE & INDIA