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**Information Security & IT Management ~ Infrastructure Management**

*18+ Years of cross-functional experience in infrastructure management,developing & delivering strategies, solutions, processes & systems*

**Executive Summary**

* **Successful association with the Multinational firm Ernst & Young, Dubai, and Paramount Properties, Dubai, Toyota Tsusho Asia Pacific, Dubai, UAE**and demonstrated continued career progression and documented history of bridging Technical and Managerial acumen in turning around of Information Technology; insightful exposure to IT Consulting, Global IT Management, Business Delivery and Roll-out, Planning, and Vision for future projects / requirement, and Technology Management etc.
* An ambassador of change, **a keen strategist** with expertise in providing effective **business solution and technical architecture** to leverage technology in creating revenue opportunities; adept in analyzing information system needs, evaluating user requirements, custom designing solutions, and troubleshooting critical issues in the process.
* Decisive leader, deft in need assessment and **preparing IT blueprint for the organization**, process vision and design, enhancement strategy and transition strategy and deploying key execution strategies across businesses.
* Demonstrated capability of **providing end-to-end Strategic IT & Security Solutions;** a thorough professional with solid experience in **formulating robust integrated IT strategies** while managing & leading teams for running a successful process operations and developing Business Continuity Plans, Procedures, SLAs and Service Standards for driving Business Service Excellence.

**Areas of Expertise**

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| *~ Strategic IT Planning* | *~ Security Policies & Standards* | *~ Project Management & Service Delivery* |
| *~ Business Continuity Planning* | *~ Disaster Recovery Planning* | *~ Infrastructure Integration* |
| *~ Resource Mobilization* | *~ Quality & Service Excellence Initiatives* | *~ Budgeting / Commercial Operations* |
| *~ Asset Management /AMC* | *~ Consulting, Training & Development* | *~ Systems & Network Administration* |
| *~ Technical Support Functions* | *~ Vendor Relations* |  |

**Professional Experience and Accomplishments**

**Toyota Tsusho Asia PacificPte Ltd., Dubai, UAE Sep 2016 – till date**

*(Toyota Tsusho is the worldwide trading arm of the Toyota Group)*

**Programming Engineer**

* Configuration of Remote engine starter (RES) Systems for Toyota Land Cruiser
* Upgrading offirmware RES
* Testing the device through Bluetooth and WiFibefore and after installation of the device in the vehicle
* Troubleshooting RES connectivity
* Testing Vehicle tracking system over GPS

**Sir Syed English Medium Higher Secondary School, Thrissur, Kerala, India May 2013 – Sep 2016**

**IT In-charge; Reporting to Principal**

* Network and System Administration
* Provided all levels of support for teachers and administration staff
* Installation and troubleshooting of windows and other software in School IT Lab and smart classrooms
* General support for the accounting software
* Installation and Troubleshooting of LAN and WAN networks
* Administration and troubleshooting of Windows 2008 AD server and file & print server
* Trouble shooting connectivity issues with Sampoorna (free and open-source school ERP system provided by Educational Department of Government of Kerala)
* School IT Lab maintenance
* Asset management
* Vendor Relation

**Kirali Hospital, Guruvayoor, Thrissur, Kerala, India Jan 2010 – Feb 2013**

**IT In-charge; Reporting to Director**

* Network and System Administration
* Provided all levels of support for Professional and administration staff
* Installation and troubleshooting of windows and other software
* General support for the accounting & patient information software
* Installation and Troubleshooting of LAN and WAN networks
* Administration and troubleshooting of Windows 2003 file & print server
* Asset management
* Vendor Relation

**G-Tec Computer Center, Thrissur, Kerala. India Aug 2008– Oct 2009**

**Institute Manager, Reporting to Owner**

* Students relation
* Staff organizing
* Accounts management
* Organizing staff training
* Tutoring of Microsoft products in the absence of any trainer

**Paramount Properties, Dubai, UAE Apr 2007 – Dec 2007**

**Group IT Manager; Reporting to CEO**

* Led the entire IT Infrastructure (Office Automation) for Paramount Developers LLC, Dubai.
* Actively involved in purchasing and installation of servers, desktops, laptops, printers, and other hardware & software
* Supervised configuration of CISCO Routers, WAN / LAN, Office Biometric Security Systems - fingerprint scanning, installation of Exchange Server, Windows 2008 Server
* Provided professional guidance for accounting and real estate software based in MS SQL
* Drafted and documented IT Security Policies and standards for the company
* BCP/ DR Planning and implementation
* Asset management
* Vendor Relation
* Trouble shooting of servers and workstations

**Ernst & Young, Dubai, UAE Jun 1993 – Mar 2007**

**IT Department Head (for Dubai and Sharjah offices)**

**Reporting to Office Staff Partner/ ME. HO. IT ManagerSep 2002 – Mar 2007**

* Managed the group of 4 IT staff of Dubai office
* Managed the functioning of the IT Department of Dubai & Sharjah Offices having over 450 laptops, 30 Desktops, 3 Windows 2003 Servers, 1 NAS Server and 1 Lotus Notes Server.
* Handled management of security implementation projects (authentication, authorization, confidentiality and integrity services)
* Provided security education to Management and business staff (presentations, guide books, class room training)
* Assisted Regional Technology and Knowledge Management Centre(E&Y IT ME. H.O) with the migration of
* *IT System and Infrastructure of Arthur Anderson to Ernst & Young during the Anderson and Ernst & Young Integration in Dubai*
* *PABX system from Etisalat to Nortel, Nortel to Alcatel, Alcatel to Asterisk*
* Conducted Ernst & Young Infrastructure and IT Policies and Procedure awareness training for Anderson staff during the integration
* Assisted in designing and implementing the Network Infrastructure for five floors including CAT6 and Fiber Optic cabling of Dubai Office during the relocation of their office.
* Induction training for new joiners of Dubai office
* Drafting of Yearly Budget for IT Department of Dubai office
* Allocation of IT staff for the severity of issues arise
* Designing file structure in file server
* Drafted and documented IT Security Policies and standards for the company as per E&Y guidelines
* Played a key role in the automation of processes to reduce man hours wasted by office staff
* Asset management
* Vendor Relation

**IT Audit Coordinator/ Audit Associate, Sep 2000 – Aug 2002**

* Provided effective IT Support to the Financial Auditors for their audit related softwareCaseWare, CaseView, Folio Views,Auditors’ Work Station and other EY Propriety tools.
* Conducted financial auditing for Ernst & Young clients as per International Audit Standards

**Asst. IT Coordinator, Jun 1996 – Aug 2000**

* Provided 1st – 2nd line support for users,
* Provided support for communications systems, telephones
* Conducted training on MAC Power Book, DAC Easy for Auditors and Accountants
* Conducted training on MS Windows, MS Office for Administration staff

**Professional Credentials**

**Certifications**

* MCITP (Microsoft Certified IT Professional) in Vista Enterprise Support
* CCNA (Cisco Certified Network Associate)
* RHCSA (Red Hat Certified System Administrator)
* MCP (Microsoft Certified Professional) in Windows NT 4.0

**Computer Proficiency**

**Operating Systems :** Windows 10/ 8.1/ 7/ Vista/ 2000/ XP/9x, Windows Server 2000 – 2008, Windows NT Server.

**Software :** MS-Office Suites 97–2010, Lotus Notes 6.5, Norton AntivirusCE, PC Anywhere, Norton Ghost, Power Quest, Partition Magic, Microsoft Outlook, MS Projects, MS Visio, Caseware&Caseview, Folio Views, Visio Professional, Peach Tree, DAC easy, Arcserve, PointSec client. Acronis true image, VMware

**Technology :** TCP/IP, DNS, DHCP, VPN, WLAN, Active Directory, SMTP, POP, RAID, SSL, VLAN, ADS, FTP, (VoIP) &Video Conference Solutions over VPN, biometric time attendance fingerprint reader, Proximity card reader

**Phone & PABX :** Alcatel, Nortel, Panasonic,Linksys, Polycom and X-Lite Softphone.

**Personal Details**

Languages Known : English and Malayalam

Marital status : Married

Religion : Islam

Visa status : on Visit visa