

**Pradeepkumar Nair,Dubai, UAE**

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**Awards and Recognitions**

* ***Workspace Transformation Award in Health care (Future Workspace Summit 2022***
* ***Future Security Leaders Awards GCC Security Symposium 2022.***
* ***Catalysts CIO Award in Health Care, Future IT Summit 2022.***
* ***Master Award ,Global CIO Forum 2021.***
* ***Catalysts CIO Award , Future IT Summit 2020.***
* ***CIO 200 Award, in Education World CIO Forum 2019.***
* ***Transformation IT Manager in Education Awards 2018.***
* ***Awarded for best Leadership (TEI) 2014).***

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| Area of Excellence:* **ADHICS** (Abu Dhabi Health Information and Cyber Security Standards)
* ISO 27001 Standards.
* IT Security Plan/Deploy/Monitor
* IT Service Management
* Enforce Strategy/Policy/Process
* Align IT with Corporate Goal
* System/Network Administration
* Back-up/Restore/DR/BCP
* Project and Risk Management
* EMR/ERP/SEO/CMS Implementation
* Website/MIS/AV solution
* Team & People Management

**Technical Competence:*** Cloud Computing/Virtualization
* Data Security/Access/Penetration
* System Services (AD/Mail/WEB)
* User Administration (A/M/D)
* Multi-Media Systems (PA/CCTV)
* Help-Desk/Support Services
* Networks (LAN/WAN/Wire-less/VLAN/VPN)
* Special Tech – ISP/GPS/RFID
* Cyber Security / Mitigation

**Personal Details:*** Date of birth**:** 20-05-1975
* Languages knownEnglish, Hindi, Malayalam, and basic Arabic
* Nationality:Indian
* Passport valid till 15-01-2024
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**Objective**

A self-motivated and meticulous IT Professional with a passion for building world-class infrastructure, having 23 years of rich and extensive experience, including **over 20 years** of **international** experience in Infrastructure/Security/Project/Operation/ Support and Service Management especially in Education and **Healthcare** domain. (Project experience in Australia, Asia Pacific, GCC, Africa, and Europe). Aspiring for a management level opportunity to utilize acquired skills/knowledge to shape IT Strategies/Initiatives and drive comprehensive Growth.

**Featured in Publications**

BOTS Magazine: November 2021

Book of TITANS: December 2019

 **Project / Infrastructure/ Manager – IT / IT Head**

**Profile Highlights**

* A seasoned and committed Information System Management Professional with successful record of accomplishment of implementing innovative & technology-based ideas for improvement of the managing Systems, Networks and Software.
	+ Currently engaged as IT Manager, at Oasis Clinics, managing all areas of IT strategy, network, Security (confidentiality/integrity), High Availability, policy, procedure, evaluation, administration, goal setting, budgeting, ERP,EMR telecommunications, team administration and departmental finance.
* **Transformed Oaiss Clinics, Abu Dhabi and Al Ain, as per ADHICS (*Abu Dhabi Health Information and Cyber Security* standards) and obtained Certification.**
* **Implemented ISO 27001 and Obtained certification for Oaiss Clinics .**
* Digitalization of Diyafah International Schools, Dubai and Abu Dhabi, (IB), Transformed into Microsoft Showcase schools**.**

**Career History**

**Oaiss Clinics, Abu Dhabi & Al Ain, UAE**

IT Security Manager (September 2021 to Till date)

**Accountability:**

* Implemented standards and guidelines as per **ADHICS** (Abu Dhabi Healthcare Information & Cyber Security) Which outlines the guidelines and control mandates to protect information during its creation, maintenance, display, processing, usage, transmission and disposal, and to maintain the information's confidentiality, integrity and availability.
* Obtained AHICS Certification for Oaiss Clinics.
* Implemented security/control frameworks, ISO 27001 and ITIL. Obtained ISO certification.
* Implemented windows server 2022, AD Structure redesign and migration, SCCM and IT Helpdesk
* Promoted privacy and security policies, procedures, and technology to not only protect the organization from information security-related liability, but also to use as a way to create customer goodwill, enhance the reputation of the organization, promote market returns, and transferring that knowledge to the organization.
* Managed all daily operations of the IT services, directly supervise IT staff and supporting them in the effective execution of their job responsibilities including developing, maintaining procedure and policy documents, and works closely with users.
* Implemented network security, data centre operations, well-tested backup (Onsite and Offsite, Abu Dhabi and Al Ain), disaster planning & business continuity; remote access & authorization; Data recovery procedures technology and application patch upgrades and maintenance.
* IT services performance metrics, benchmarking and operations best practices.
* Developed and implemented Cyber security training for all employees.
* Experience with change management and organization development initiatives.
* Reviewed disaster recovery plans to see the quality of patient care might impact in the event.
* Investigates and mitigate information security-related incidents and consumer complaints and to prevent future computer security incidents or breaches.
* Check security auditing standards of the Cloud Service Provider and their services comply with.
* Encryption, Two factor authentication, Logging, USB access, data classification management, human errors track user identity, Insider Threats , Risk assessment on equipment, secured physical access to servers, Network Security, Wireless security, Electronic Medical Record security, Data Encryption, File and folder level access control and security, Device encryption and access control, Continuous Monitoring ,Endpoint Protection ( Anti-virus, Malware etc..)
* Managed overall budgets, time frames for all aspects of IT Security and Review.
* BA to vulnerability and penetration testing (VAPT) on both external and Internal.
* Understanding sensitive data flow and enforce data loss prevention policies.
* Rapid deployment of software and hardware fixes provided by the manufacturer to devices.
* Make sure that vendors pass Cyber security certifications, processes and protections, utilize techniques such digitally signed software, data encryption and periodically reassess.
* Negotiated with vendors, contractors and others in a professional manner that develops business partners, device end-of-life strategy, and support and maintenance contracts.
* Identify opportunities for use of cloud technologies and remote work opportunities.
* Present and explain to the board of directors the benefits and risks of new IT-related projects.
* Collaborate with the leadership team and department heads as an advisor of all technologies.

**Achievements:**

* Transformed Oaiss Clinics across UAE into **AHICS** **Certified** Clinics
* Implemented **ISO 27001** in clinics **and obtained ISO certification.**
* Brought down the cost on Firewall, VAPT, Wireless and Security implementation by 35%, ensuring the QOS.

**Al Diyafah International Schools, Dubai & Abu Dhabi, UAE**

IT Manager / Team Leader (Dec 2013 to March 2020)

**Accountability:**

* Leading the team of 5 for support of IT Infrastructure (computing/networking), Security (firewalls), Multi-media Systems (IP Telephone/PA/CCTV/Projectors), Digital Interactive Boards, Help Desk and ISP accounts.
* Planned & implemented the IT vision involving use of emerging technologies, encouraging **BYOD** across all levels, deployment of academic applications, improvement of classroom Infrastructure and implementation of **CISCO Network Academy.**
* SSO Implementation, Disaster Recovery Plans, AD Structure redesign and migration, and IT Helpdesk.
* Responsible for recruitment, training, retention, and organization of all IT staff in accordance with policies.
* Share knowledge, mentor, and educate the organization’s investors, management, academic staff, and customers, about the school’s technological vision, opportunities, and challenges.
* Implemented the WCBS ERP and supported its day-to-day operations, along with other systems (OS),services (AD/Mail/User/Groups) and applications (Portal/GPS/RFID/Office 365).
* Implemented VLANS/Wireless,Network optimisation, Business Continuity and secure VPN between branches.
* Performed Search Engine Optimization and website improvements for enhancing,school's web presence, responsible for Content Management System, Internet marketing, and social media presence.
* Deciding & formulating annual IT budget, based on previous year expenditure & deviation from corresponding target and ensuring expenses are kept within budget and maintaining ROI.
* Responsible for IT inventory for all hardware, Software, Licenses, and equipments.
* Defined & enforced SLA for all IT process (including software/hardware) and critical IT Services, to keep downtime to minimum, as the organizations planning is linked to IT services.
* Ensuring the organizational data security & integrity, fighting internal & external threats (Firewall security policies), by continuous monitoring of log reports and regular update of Antivirus server.
* Implemented Tele Call Monitoring, Print Management , cloud Active Directory and Microsoft Office 365.
* Performed capacity planning & future expansion requirement of IT Infrastructure and suitably recommending procurements as per organizational procedure.
* Participating in various professional societies, attending IT conferences webinars and exhibitions to keep the technological knowledge bank updated
* Evaluating & choosing the right solution provider, based on their technical skills, knowledge, and commitment during project execution as a part of vendor management.
* Supervising resolution of Help-desk queries logged open/closed tickets, response time & time for resolution to optimize support initiatives.
* Performing routine IT and Academic team Training as well as people management activities like induction, appraisal, counselling, motivation, etc for improved team productivity.

**Achievements:**

* Transformed Diyafah Schools across UAE into **Microsoft Show case schools**. (Microsoft education transformation framework, Modern teaching and Learning and Microsoft Innovative Education programme.)
* **CISCO network academy** Implementation in campus.
* Created Digital-Team with a Vision, Direction, and High-Performance Talent.
* Performed Search Engine Optimization and website improvements to increase the admissions by 25%.

**Arabian Exposition, Dubai, UAE / Expotrade Australia, Sydney, Australia**

IT Manager (Jan 2007 to December 2013)

**Accountability:**

* Day-to-day management of the Systems and IT,(Applications/Infrastructure/Networks) Secure data collection, Data management and reporting. (Asia Pacific, Australia, GCC, Africa, and Europe)
* Provided Level 3 support, Mail Server (Exchange), IP Phone, Fax/Voice servers, Back-up/restore ,System & Network, Server, routers/switches & firewalls as well as services like ADS, DNS, DHCP etc..

**Achievement:**

* Successfully Transformed IT department in to a revenue generating division by implementing new services.
* Recognized for outstanding quality of customer service with numerous commendations from clients
* Awarded for best Motivational and Leadership Trainer.

**Previous Engagement**

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| **Organization** | **Duration** | **Designation** |
| EBMC Group (Emirates Business & Management Consultancy), Dubai, UAE | Feb 2002 to Jan 2007 | Sr. System Administrator |
| American Systems USA Inc., Dubai, UAE | Aug 1999 to Jan 2002 | Hardware & Network Engineer |
| Aptech Computer Education, India | Feb 1998 to July 1999 | IT lab in-charge & Trainer |

**Qualifications**

**Education:**

* **Bachelor Degree**, from Mahatma Gandhi University, Kerala (1998)
* **Diploma (Computer Hardware and Networking)**, from C-DIT, Kerala (1995)
* **Higher Diploma (Software Engineering - HDSE)**, from Aptech Computer Education, Kerala (2 years/1998)

**Accreditations:**

* **ISO/IEC 27032 Lead Cyber security Manager**
* **TOGAF Enterprise Architect**
* **AWS certified solution architect associate (Cloud)**
* **Microsoft Azure Certified (Implementing Microsoft Azure Infrastructure Solutions)**
* **Cisco Certified Internetwork Expert (CCIE - R & S 350-001Exam Passed with High Score (Waiting to Give Lab Exam)**
* **Cisco Certified Network Professional (CCNP)**
* **Cisco Certified Network Associate (CCNA)**
* **Fortinet Network Security Expert (NSE 4)**
* **Microsoft Certified Systems Engineer (MCSE)**
* **Microsoft Certified Systems Administrator (MCSA)**
* **Microsoft Innovative Educator (MIE)**
* **ITIL (IT service Management)**
* **PRINCE2® Foundation and Practitioner (Project Management)**
* **Agile Scrum Master Certified**
* **Agile Product Owner Certified**
* NSW Major Project Conference (Sydney)
* Shanghai Information Security Conference
* BIEIT 2012 International Conference (Turkey)
* INET-Doha
* International Conference on Information Technology & Science, ICITS
* Zain Technology Conference (Kuwait)
* Hannover Messe (Industrial Automation and IT)
* International Conference on E-Learning & E-Educational Technology (ICELEET, Switzerland)
* Cisco comprehensive security Conference
* Agile Cloud Security with Fortinet and VMWare Conference
* Born to Win (Leader Ship Training)

**Computing Skills**

* **Hardware:** Servers, IMACs, Desktops, Laptops, Network Printers, IP Telephony, Video conferencing.
* **Network Equipments:** Layer Switches, Router, Controller
* **Firewalls:** Fortinet, Juniper, Cisco PIX, Cisco ASA, Check Point, Aruba, Sonic wall, Cyberoam, Palo Alto.
* **Security Solutions:** Symantec Enterprise solutions, Eset endpoint, Trend Micro, Malware bytes.
* **Operating Systems:** WIN Server (2022, 2016,2012,2008,2003,2000,NT), IIS, WIN ME/XP/Vista/7/8/10,11 Linux
* **System Services:** AD, DNS/DHCP, User, Group, MDaemon, Fax/Voice services
* **Messaging:** MS Exchange 2016/2013/2010/2000
* **Languages:** C, C++, VC++, VJ++, VB
* **Databases:** Oracle, MS Access, SQL
* **IDE:** SharePoint
* **Web Tools:** PHP, HTML, CMS, SEO, .Net
* **Utility:** MS Office 365/2016/13/10/3
* **Backup:** Symantec, Veritas, Acronis, Veeam, Arcserve, Altaro
* **Special Tech:** Traffic analysers, Bandwidth Management
* **Monitoring Tools:** Manage Engine

**Projects Summary**

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| **Project** | * **ADHICS (**Abu Dhabi Healthcare Information & Cyber Security) Implementation.
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| **Organization** | Oaiss Clinics |
| **Duration** | 6 months |
| **Details** | Server 2022, Network and security Infrastructure architecture and implementation.Active Directory Re structuring.Conducting Gap Assessment and Risk Assessment.Developing policies and procedures.Developing forms, templates, and related documents.Conducting end user training.Conducting cyber security assessment.Conducting Vulnerability Assessment and Penetration Testing.Network Architecture Review, Firewall configuration review, Assisting with external audit |
| **Role** | ADHICS Compliance Officer |
| **Key Achievements** | Obtained ADHICS Certificate for the Oaiss Clinics |
| **Project** | * **ISO 27001 Implementation**
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| **Organization** | Oaiss Clinics |
| **Duration** | 3 Months |
| **Details** | Gap analysis, Risk assessment, Objectives, Manuals, Objectives, Security awareness training, Internal Audit, Management Review |
| **Key Achievements** | Obtained ISO 27001 Certificate for Oaiss Clinics |
| **Project** | * **IT Infrastructure Installation**
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| **Organization** | Diyafah International School, Abu Dhabi |
| **Duration** | 6 months |
| **Team Size** | 5 |
| **Details** | Project for deployment/configuration/administration and support of complete infrastructure (Servers, IP Telephony, VPN, Firewall, switching, Security system, CCTV, Antivirus security, Wireless controllers, Classroom technologies, ICT Lab, Office365, ERP and Other application software) for or the new school in Abu Dhabi.( As per Ministry of Education standard)  |
| **Role** | IT Manager  |
| **Key Achievements** | * Obtained 30% discount on HP wireless implementation by negotiating price.
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|  | * Slashed 35 % cost on Firewall and Antivirus implementation, while ensuring the quality of services.
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| * MIS, Help Desk and Print Management System Implementation.
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| * CISCO network academy Implementation in campus.
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| * Office 365 and cloud Active Directory in-house implementation.
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| * Online portal and database implementation
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| **Project** | * **Service Support**
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| **Organization** | Hewlett-Packard (HP-EDS, Sydney, Australia |
| **Duration** | 6 Months |
| **Team Size** | 4 |
| **Environment** | Kerberos and LDAP server Authentication for devises and give access to HP Network |
| **Details** | Project to coordinate and oversee the migration of the banks call centres from EDS to HP Platform as well as transition of the network infrastructure to different network providers, while ensured integrity of serves/desktops during the transition |
| **Key Achievements** | * Reduced network related help-desk calls 70% by restructuring, upgrading company network and by deploying highly scalable and reliable DNS, DHPC solutions.
* Reduced average “hold” times from over three minutes to less than 30 seconds.
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