

Dr. Hemchand Kuragayala

"IT Infrastructure Management & Solutions Specialist | Expert in End-to-End IT Operations, Cloud Services, Network & Server Administration, and IT Strategy Implementation"

With over 20+ years of comprehensive experience in IT management, including ERP implementation, network troubleshooting, cloud computing, server maintenance, and cybersecurity, I aim to leverage my expertise to drive operational efficiency and technological innovation. My goal is to lead teams in aligning IT strategies with business objectives, ensuring robust system performance, and maintaining data integrity. By integrating advanced technologies and optimizing processes, I seek to contribute to an organization's success while further enhancing my skills in an ever-evolving technological landscape.

 hemchand.kuragayala@gmail.com  +91-9840434334  India  www.hemchand.co.in

SKILLS

IT Strategy	Cloud Computing	ERP Administration	Database Optimization
Cybersecurity Implementation	Vendor Management	Server Maintenance	Network Troubleshooting
System Virtualization	Project Execution	Data Integrity	Process Automation
Spearheaded IT business development initiatives		CISO	

TECHNICAL SKILLS

Microsoft Analysis	Intune, MCP, Azure-AZ-90
Network Analysis	CCNA (IIHT Trained)
Language	SQL2k/2k5/2k8, Oracle
Operating system	WINDOWS-98/XP/Vista/8/2k/2k3/2k8, UNIX, LINUX, MS-DOS. Packages : MS-Office 97/2k/2k3/2k7/2k10
ERP	Focus5, Focus6, Focus6rt, Focus I, Focus8, Focus9, Oracles JD Edwards, Microsoft Navision, SAP (Tech), ABAP-4.
Web Technologies	HTML, Word Press, Dynamic Pages in HTML.
Antivirus (End Point Protection)	McAfee administration, Sophos, Norton.
Tools	Netcool (IBM- Umbrella Management system), NETACT, ActixOne, Atoll, Citrix, Remedy, AIMOS, HP-OM, HP Site Scope, Net scout, Cisco Wem, eHealth, BOSS Portal, NGR, CACTI and MRTG
Ticketing Tool	Remedy, Zendesk, Manage Engine Service Desk, Netkt & ITSM Etc.
Mobile Apps	Effort plus (Spoors), Focus

IT Governance, Audit & Reporting

- **ServiceNow** – For IT service management, governance workflows, audit trails, SLA monitoring, and compliance reporting.
- **BMC Helix (Remedy)** – For ITSM processes, change management governance, and audit-ready reports.
- **Solar Winds** – for network and infrastructure monitoring with audit-friendly logs and compliance reporting.
- **Splunk** – for collecting, analyzing, and reporting on machine data to support audits, risk assessments, and governance.
- **Manage Engine Service Desk Plus / OpManager** – for helpdesk governance, SLA compliance, and IT asset audits.
- **Nessus / Qualys** – for vulnerability assessment and security audit reporting.
- **Power BI / Tableau** – for building customized IT audit dashboards, SLA metrics, and governance reports from raw data.
- **Archer GRC (Governance, Risk & Compliance)** – specifically designed for governance frameworks, risk registers, and audit reporting.
- **ISO/IEC 27001 Tools (like ISMS.online)** – for documenting and managing information security audits and controls.
- **Nagios / Zabbix** – for infrastructure health monitoring and producing reports for audit trails.
- **SIEM tools (e.g., IBM QRadar, Arc Sight, Splunk)** – for security event audits, incident investigations, and compliance logs.



PROFESSIONALLY EXPERTISE ON THE FOLLOWING AREAS

- Expertise in diagnosing and repairing laptops, desktops, and printers, ensuring seamless performance and quick issue resolution to minimize downtime and improve operational efficiency.
- Expertise in developing and implementing security strategies, leading security teams, and managing risk and compliance.
- Developed and presented **CISO reports** to executive leadership and board members, outlining security risks, compliance status, and incident response metrics.
- Skilled in managing, installing, and supporting UNIX, Windows 2000/XP/Vista/7, Linux, and Windows Server 2003/2008, providing comprehensive OS solutions to meet business needs.
- Strong experience with MS SQL Server 2000, ensuring smooth database operations, troubleshooting issues, and optimizing performance for efficient data management.
- Proficient in implementing, managing, and maintaining Microsoft Windows Server 2003 network infrastructure, ensuring high availability, security, and performance for seamless business operations.
- Deep experience in implementing and supporting Focus5, Focus 6, Focus 6RT, and Focus I modules, ensuring effective system integration and operational functionality.
- Hands-on experience with IBM and HP servers, providing installation, maintenance, and troubleshooting, ensuring optimal performance for business-critical applications.
- Proficient in configuring and managing Cisco routers (506E, 511E, 800, 1700, 2600) and switches (2950, 3500), enhancing network reliability and security.
- Expertise in TCP/IP, DHCP, DNS, IPv4, IPv6, and FTP, ensuring efficient data transmission and network connectivity in LAN, WAN, and MAN environments.
- Skilled in firewall maintenance and storage device management, providing robust security measures and data protection for the organization's IT infrastructure.
- Experience installing and maintaining cameras, video equipment, DVR systems, and servers for clients, including a successful project for Vodafone in Australia, ensuring smooth operations.
- Spearheaded IT business development initiatives in Security Audit, Application Development, IT Infrastructure Managed Services, IT Manpower, and IT Infra Support & Management.
- Led bidding support on IT projects, ensuring competitive and compliant proposals aligned with client requirements.
- Managed end-to-end IT infrastructure solutions, including network security, cloud computing, and enterprise IT support.
- Collaborated with clients to assess security vulnerabilities, conduct penetration testing, and implement robust cyber security measures.
- Developed strategic partnerships and client relationships to drive business growth and expand service offerings.
- Provided IT consulting to enterprises, optimizing technology solutions for efficiency and scalability.
- Data governance frameworks.
- Data quality and compliance measures.
- Data architecture and infrastructure support.
- Enablement of data analytics, integration, and access.
- Extensive project management experience in application development, RFP design, ERP implementation, and end-to-end solution delivery across diverse domains.
- Provisioning and configuring Azure Virtual Machines for hosting applications, development environments, and backend services.
- Managing VM scale sets, storage accounts, networking (VNet, NSG), and backup configurations to ensure high availability and performance.
- Deploying and maintaining Azure Virtual Desktop (AVD) environments, including:
 - Setting up host pools and session hosts
 - Managing user profiles with FSLogix
 - Creating and updating golden images for virtual desktops
 - Optimizing AVD performance for end-user experience
 - Implementing cost optimization and monitoring using Azure tools like Azure Monitor and Azure Cost Management.
- This work was focused purely on infrastructure, separate from Azure AD or Entra ID, and involved full lifecycle management from setup to monitoring and support.
- Preparing cost estimates using the Azure Pricing Calculator, based on VM size (SKU), storage, bandwidth, and region-specific pricing.
- Evaluating requirements (compute, memory, storage) to select the most cost-effective VM types for the use case (e.g., D-series, B-series, etc.).
- Presenting estimated monthly and annual costs to stakeholders or finance teams for budgetary approval.
- Deploying the VMs through the Azure Portal, ARM templates, or scripts (PowerShell/CLI) after receiving approval.
- Implementing governance policies like auto-shutdown, resource tagging, and cost alerts to control and monitor usage post-deployment.
- Configuring VMs during and post-deployment, including:
 - Setting up operating systems (Windows/Linux)
 - Attaching and managing disks
 - Configuring network interfaces, public IPs, and NSGs (Network Security Groups)
 - Installing necessary software, agents, and updates
- VM optimization tasks such as resizing VM SKUs for performance, enabling auto-shutdown, configuring diagnostics, and setting up backup and recovery options.



PROFESSIONALLY EXPERTISE ON THE FOLLOWING AREAS

- **Troubleshooting VM issues, including:**
 - Boot failures or inaccessible VMs using serial console and boot diagnostics
 - Network connectivity issues using NSG flow logs, IP routing, and VM NIC settings
 - Performance issues by analysing metrics via Azure Monitor and Logs
 - Resolving disk mounting, extension failures, or OS-level problems
- **Establishing secure connectivity** between on-premises data centres and Azure using:
 - **Site-to-Site VPN** with IPsec tunnels
 - **Express Route** for high-throughput, low-latency private connections (where applicable)
 - **Point-to-Site VPN** for secure developer or remote access
- **Configuring Azure Virtual Network Gateways**, local network gateways, and routing to enable seamless communication between on-prem and cloud resources.
- **Integrating hybrid workloads**, such as:
 - Extending **Active Directory** to Azure VMs
 - Hybrid file services using **Azure File Sync**
 - Backup and DR using **Azure Backup and Site Recovery (ASR)**
- Ensuring **security and compliance** through network security groups (NSGs), firewalls, and monitoring tools.
- **Deploying and configuring AVD**, including:
 - Creating **host pools**, **session hosts**, and **application groups**
 - Publishing desktops and apps to assigned users
- **Implementing FSLogix** for user profile management:
 - Installing and configuring the **FSLogix agent** on session hosts
 - Setting up **profile container policies** using Group Policy or registry keys
 - Ensuring fast, consistent user experience across sessions with **persistent profiles**
- **Provisioning Azure File Share:**
 - Creating **Storage Accounts** and configuring **file shares** (SMB)
 - Setting up **NTFS and share-level permissions** using Active Directory or Azure AD DS
 - Configuring **private endpoints** for secure access
- **Monitoring and troubleshooting FSLogix issues**, such as:
 - Profile loading delays
 - Container mounting errors
 - Permissions or connectivity problems
- **Analysing VM costs** using:
 - **Azure Cost Management and Billing** tools
 - **Azure Pricing Calculator** to estimate expenses before deployment
 - **Cost analysis dashboards** to track consumption by resource groups, subscriptions, and tags
- **Identifying cost optimization opportunities**, such as:
 - Right-sizing VMs based on usage patterns
 - Using **spot VMs** for non-critical workloads
 - Scheduling auto-shutdown/start for test or dev VMs
- **Implementing Azure Reserved VM Instances (RIs):**
 - Evaluating workload stability and duration to choose **1-year or 3-year reservations**
 - Selecting **VM sizes, regions, and scopes** (shared or single subscription)
 - Managing and modifying reservations for better utilization.



PROFESSIONALLY EXPERTISE ON THE FOLLOWING AREAS

- **Setting up Azure File Shares** for storing FSLogix profile containers, enabling persistent and roaming user profiles across AVD session hosts.
- **Provisioning and configuring Azure Storage Accounts**, including:
 - Creating SMB-based file shares
 - Setting appropriate NTFS and share-level permissions
 - Using Azure AD DS or on-prem AD for access control
- **Mapping file shares to session hosts** and configuring FSLogix GPOs or registry settings to redirect user profiles to Azure File Share.
- **Ensuring high availability and performance** by:
 - Configuring private endpoints for secure access
 - Monitoring storage performance metrics
 - Implementing redundancy (LRS/ZRS) based on workload needs
- **Troubleshooting profile issues**, such as:
 - Slow logins due to storage latency
 - Profile mounting failures
 - Permission/access issues
- Experience managing large-scale IT infrastructure projects, with proven expertise in WAN design, Data Centre operations, and e-Governance implementations (SWAN, SDC, and related programs).
- Adept at end-to-end project management, including planning, design, execution, monitoring, and transition of mission-critical ICT infrastructure in government and enterprise environments.
- Led and monitored key components of IT operations, including:
- SLA Monitoring & Audit: Prepared comprehensive SLA compliance and performance audit reports for infrastructure, manpower, helpdesk, and service operations.
- Infrastructure & Security Audits: Delivered detailed reports on inventory, security device availability, NMS/EMS/BMS health, SIEM integration status, and bandwidth utilization to ensure reliability and compliance.
- Incident & Risk Management: Investigated incidents, analyzed root causes, and implemented corrective actions to minimize downtime and improve system resilience.
- Vendor & Asset Management: Oversaw vendor performance, contract compliance, payments processing, and lifecycle management of ICT and non-IT assets.
- Monitoring & Reporting: Delivered MIS reports on server and system uptime, downtime analysis, and benchmarking performance indicators across all infrastructure components.
- Successfully managed migration of applications, RFP preparation, video conferencing setups, call center operations, exit process support, and continuous improvement initiatives.
- Strong technical and managerial skills in designing, auditing, and optimizing WAN and Data Centre projects, ensuring operational excellence and alignment with business objectives.
- **Creating and managing Conditional Access (CA) policies** to enforce secure and compliant access to cloud applications, including:
 - Requiring MFA for specific users, groups, or roles
 - Enforcing device compliance, hybrid join, or trusted location requirements
 - Limiting access based on application sensitivity or user risk level
- **Implementing geo-location blocking** by:
 - Configuring Named Locations in Azure AD to define allowed or blocked countries/regions
 - Creating policies to block or grant access based on IP geolocation
 - Using sign-in logs to monitor attempts from restricted countries and adjust policies accordingly
- **Testing and deploying policies** in report-only mode before full enforcement to avoid disruptions
- Ensuring policy exceptions and exclusions for break-glass accounts or trusted admin access.



PROFESSIONALLY EXPERTISE ON THE FOLLOWING AREAS

- Setting up Cross-Tenant Sync to automatically provision users from one Azure AD tenant to another, typically for:
 - Collaboration between partner organizations
 - Multi-tenant enterprise environments
 - Mergers or subsidiaries needing access across tenants
- Configuring:
 - Inbound and outbound sync settings between source and target tenants
 - User attribute mappings and filtering rules to control which users are synchronized
 - Cross-tenant access policies to manage trust relationships and permissions
- Ensuring secure collaboration, including:
 - Enforcing MFA, Conditional Access, and identity governance for synced users
 - Auditing and monitoring sync activities and sign-ins
- Using tools like Microsoft Entra ID Cross-Tenant Sync, PowerShell, and Azure AD Connect (where applicable)
- **Integrating third-party identity providers** (such as Microsoft Azure ID (Entra ID), Zoho, Manage Engine or custom SAML/OAuth providers) with Azure AD or directly with applications.
- Configuring **SSO protocols** like **SAML 2.0**, **OAuth 2.0**, and **OpenID Connect** to support authentication flows.
- Setting up **federation trust** between Azure AD and third-party IdPs to enable users to sign in using their existing credentials.
- **Customizing claims and attribute mappings** to ensure proper authorization and role assignment within target applications.
- Testing and troubleshooting SSO flows, token issuance, and session management for smooth user experience.
- Coordinating with application teams and security teams to align SSO with organizational policies and compliance requirements.
- **Setting up Windows Autopilot profiles** to automate out-of-box experience (OOBE) and device enrolment into Azure AD or hybrid Azure AD join.
- Configuring deployment profiles with customized settings like:
 - User-driven or self-deploying modes
 - Pre-configured region, language, and keyboard options
 - Automatic enrolment into Microsoft Endpoint Manager (Intune) for device management
- Managing **device registration** in the Autopilot service, including importing hardware IDs and assigning profiles.
- Coordinating **policy and application deployment** through Intune once devices are enrolled.
- Troubleshooting deployment issues, such as device registration failures, profile assignment errors, and enrolment problems.
- **Enrolling devices** (Windows, iOS, Android) into Intune for centralized management.
- Creating and deploying **configuration profiles** to enforce security settings, Wi-Fi, VPN, email, and compliance policies.
- Managing **application deployment** through Intune, including line-of-business (LOB) apps and Microsoft 365 apps.
- Implementing **conditional access policies** integrated with Intune compliance to secure corporate data.
- Monitoring device compliance, managing updates, and troubleshooting enrolment and policy issues.
- Automating device lifecycle management with **Autopilot integration** for streamlined provisioning.
- Packaging and deploying applications using tools like **Microsoft Intune**, **Microsoft Endpoint Configuration Manager (SCCM)**, and platform-specific app stores.
- Creating deployment strategies for various scenarios:
- **Required or available** installs
- **Silent installs** and **custom scripts** for configuration
- Managing dependencies and version updates
- Testing deployments for compatibility, performance, and user experience before full-scale rollout.
- Troubleshooting deployment failures, permissions issues, and network-related problems.
- Designing and deploying **configuration profiles** to enforce settings such as Wi-Fi, VPN, email, device restrictions, and security configurations across Windows, iOS, Android, and macOS devices.



PROFESSIONALLY EXPERTISE ON THE FOLLOWING AREAS

- Creating **compliance policies** to define rules for device health, encryption, password complexity, OS versions, and threat protection status.
- Integrating compliance policies with **Conditional Access** to restrict or allow access based on device compliance state.
- Monitoring compliance reports, identifying non-compliant devices, and enforcing remediation actions.
- Updating and maintaining policies to align with organizational security requirements and regulatory standards.
- Creating and deploying **configuration profiles** specific to each platform to manage device settings, restrictions, and compliance.
- **Enrolling devices** into MDM platforms like Microsoft Intune, Manage Engine etc; for centralized policy and security management.
- Implementing **MAM policies** to control application access, data protection, and conditional access without requiring full device enrolment.
- Managing **app deployment and updates** tailored to platform requirements.
- Monitoring device compliance, security posture, and performing remediation for non-compliant devices.
- Supporting hybrid device environments with tailored policies for corporate-owned and BYOD scenarios.
- **Deploying Defender for Business agents** across Windows and macOS devices via Microsoft Endpoint Manager (Intune).
- Configuring **EDR policies** to monitor, detect, and respond to advanced threats and suspicious activities.
- Managing **security baselines and attack surface reduction rules** to harden endpoints.
- Monitoring alerts, investigating incidents, and coordinating remediation actions using the Defender Security Centre.
- Integrating Defender with other Microsoft security tools for comprehensive threat protection.
- Creating and deploying **device configuration profiles** to enforce security, compliance, and operational settings across Windows, iOS, Android, and macOS devices.
- Managing **application deployment** for both Microsoft Store apps and line-of-business (LOB) applications, including installation, updates, and removal.
- Assigning policies and apps to user and device groups for targeted management.
- Monitoring deployment status, compliance reports, and troubleshooting installation or policy enforcement issues.
- Coordinating with helpdesk and end-users to ensure smooth policy and app rollout.
- Creating and deploying **device restriction policies** to control features such as camera use, USB access, Bluetooth, screen capture, and app installation.
- Enforcing **security settings** like password requirements, encryption enforcement (BitLocker/File Vault), firewall configuration, and antivirus activation.
- Applying **compliance policies** to ensure devices meet organizational security standards before granting access to corporate resources.
- Managing platform-specific restrictions across Windows, iOS, Android, and macOS devices.
- Monitoring compliance and security status, and remediating non-compliant devices.
- 365 Cloud PC, and hybrid sync between on-premises and cloud environments.
- **Microsoft 365 Suite:** Managing Exchange Online, SharePoint, OneDrive, Intune device management, Compliance and Purview governance, Microsoft Secure Score optimization, and related reports and dashboards.
- Worked in enterprise and government environments maintaining high SLA and uptime for mission-critical systems, handling escalated issues, change management, and customer satisfaction.
- **Collaboration & Communication Tools:** Supporting Google Workspace, Zoom, Slack, and Citrix environments, including Single Sign-On (SSO) implementations and client onboarding/offboarding.
- **Security & Identity Management:** Implementing Duo MFA, managing Proofpoint email security, Key Manager, Eido security solutions, and handling escalated tickets from L2 engineers.
- **Backup & Monitoring Solutions:** Configuring ConnectWise RMM, enabling Cove backups, Networker backup management, Logic Monitor for infrastructure health, and Printix print management.
- **Client Support & Operations:** Overseeing client onboarding/offboarding processes, generating reports and dashboards, and resolving escalated technical issues efficiently.
- **Desktop Support:** Extensive experience in installation, configuration, and troubleshooting of Windows, macOS, and Linux systems. Proficient in resolving hardware and software issues, printer and peripheral setups, OS imaging, desktop security policies, and application deployments.
- **Server Support:** Skilled in managing and maintaining physical and virtual servers (Windows Server, Linux, VMware, Hyper-V). Hands-on experience with Active Directory, DNS, DHCP, Group Policies, file servers, patch management, and server health monitoring.

- **Network Support:** Strong knowledge in LAN/WAN environments, IP addressing, subnetting, VLANs, routing and switching, firewall configurations (Cisco, SonicWall), VPN setups (IPSec, L2TP), and wireless access point management. Troubleshooting end-to-end connectivity, latency, and performance issues.
- **Remote Support:** Proficient in handling remote desktop support via tools such as Any Desk, TeamViewer, Remote Desktop Services, SCCM, and Intune. Experienced in managing support tickets, conducting remote troubleshooting, and providing quick resolution to distributed user environments including WFH setups.



WORK EXPERIENCE

Associate Director - Government & Public Sector Advisory

NANGIA & CO LLP, VIJAYAWADA, A.P.

04/2025 - Present.

Achievements/Tasks

- Lead and manage the IT infrastructure team, ensuring alignment with business goals and driving the development of innovative IT solutions to support company growth.
- Oversee the design, implementation, and maintenance of IT infrastructure, ensuring the availability, security, and scalability of network systems, servers, and data centers.
- Manage cloud infrastructure (AWS, Azure, etc.), ensuring efficient cloud deployment and seamless integration with on-premises systems for optimal performance and scalability.
- Expertise in developing and implementing security strategies, leading security teams, and managing risk and compliance.
- Having knowledge of security frameworks and standards such as ISO 27001.
- Developed and presented **CISO reports** to executive leadership and board members, outlining security risks, compliance status, and incident response metrics.
- Conducted risk assessments and provided actionable insights in **CISO dashboard reports** to improve cybersecurity posture.
- Collaborated with IT and security teams to ensure alignment with regulatory requirements and industry standards.
- Stay ahead of technological trends, planning and executing hardware, software, and system upgrades to ensure the company's IT infrastructure remains cutting-edge and efficient.
- Develop and implement security policies and practices to protect sensitive data, mitigate risks, and ensure compliance with industry regulations and standards.
- Build, train, and mentor a high-performing IT team, fostering a collaborative and productive environment to achieve departmental and organizational objectives.
- Manage relationships with IT vendors and third-party service providers, negotiating contracts and ensuring service level agreements (SLAs) are met to deliver value and performance.
- Lead large-scale IT projects, including system deployments, infrastructure upgrades, and software implementations, ensuring timely delivery within budget and scope.
- Ensure effective IT support services for internal users, resolving technical issues promptly and enhancing overall user experience.
- Led **bidding support on IT projects**, ensuring competitive and compliant proposals aligned with client requirements.
- Managed end-to-end IT infrastructure solutions, including **network security, cloud computing, and enterprise IT support**.
- Collaborated with clients to assess **security vulnerabilities**, conduct penetration testing, and implement robust cybersecurity measures.
- Oversee the IT budget, ensuring cost-effective management of resources while driving initiatives that maximize value and efficiency across the company's technology landscape.
- **Microsoft 365 Suite:** Managing Exchange Online, SharePoint, OneDrive, Intune device management, Compliance and Purview governance, Microsoft Secure Score optimization, and related reports and dashboards.
- **Backup & Monitoring Solutions:** Configuring Connect Wise RMM, enabling Cove backups, Networker backup management, Logic Monitor for infrastructure health, and Printix print management.
- Spearheaded IT business development initiatives in Security Audit, Application Development, IT Infrastructure Managed Services, IT Manpower, and IT Infra Support & Management.
- Developed strategic partnerships and client relationships to drive business growth and expand service offerings.
- **Security & Identity Management:** Implementing Duo MFA, managing Proofpoint email security, Key Manager, Eido security solutions, and handling escalated tickets from L2 engineers.

Group Head IT-Infra & Solutions

Infoshare Soft Solution Pvt. Ltd, Hyderabad

10/2021 - 03/2025,

Achievements/Tasks

- Lead and manage the IT infrastructure team, ensuring alignment with business goals and driving the development of innovative IT solutions to support company growth.
- Oversee the design, implementation, and maintenance of IT infrastructure, ensuring the availability, security, and scalability of network systems, servers, and data centers.
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- Developed strategic partnerships and client relationships to drive business growth and expand service offerings.
- Provided **IT consulting** to enterprises, optimizing technology solutions for efficiency and scalability.
- Clients Worked for HAL (Data Centre - Helicopter Division), Potti Sriramulu University (Data Centre Development), Agriculture University (PROFESSOR JAYASHANKAR TELANGANA STATE AGRICULTURAL UNIVERSITY) in Development and Security audits, Horticulture University of Telangana in Development, Civil Supplies, Bangalore Water Board, Hyderabad Water Board, ITE & C Department, Police Department, TGTS, TGRTC, NIRD, Medical Department, Education Department - Project Management, Handloom department Etc;

IT Head

Secunderabad Food Products Pvt. Ltd, Hyderabad, India.

03/2019 - 09/2021,

Support and Implementation and Responsibilities

Focus Softnet Pvt Ltd (ERP Developers); Hyderabad, India & Sharjah

03/2018 - 02/2019,

IT Manager

Hyderabad Food Products Pvt (Food Manufacturing), Hyderabad,

02/2014 - 02/2018,

Sr. OSS Engineer

Nokia Siemens Networks P Ltd - Chennai, India

04/2011 - 01/2014,

IT Manager

Savera Groups (Shyam Hospitality, Amaravati Restaurants- Food Manufacturing); - Chennai, India

12/2010 - 04/2012,

IT Manager

Jairaj Ispat Ltd (Steel Manufacturing); - Hyderabad, India

12/2008 - 11/2010,

Network & Systems- Manager

TMC (Tirumala Music Center) Pvt. Ltd; - Hyderabad, India

01/2004 - 11/2008,



EDUCATION

- **Bachelor of Engineering (Electrical & Electronics)**
University of Madras, 2001,
- **Master of Business Administration (IT)-Systems**
Sikkim Manipal University, 2006,
- **Honored Doctor of Philosophy, IT Infrastructure & Management**
Hessen International University, 2024



TECHNICAL CERTIFICATIONS

Microsoft

Microsoft Certified Professional

- Implementing Managing, and Maintaining IP Addressing, Name Resolution, Routing and Remote Access Network Infrastructure, Microsoft Windows Server 2003

Microsoft ID: 8287474, Certification Number: D256-6514

Cisco Certified Network Associate

IIHT Pvt. Ltd. (Indian Institute of Hardware Technology)

ITIL® Foundation Certificate in IT Service Management

Service Management, The Service Lifecycle, Key Principles, Processes, Functions, Roles, Technology, and Architecture

CCSA - Centra (FOCUS) ERP Certified

CCSA – Centra (FOCUS) ERP Certified

Project Management Professional (PMP)

Certified by Udemy Academy

Digital Marketing Professional

Certified by: Udemy.

Oracle SQL Certified Professional

Certified by: Udemy.

Microsoft

Microsoft Certified: Azure Solutions Developer Expert certification. Certification number: IAC500-253E73

Microsoft

Microsoft Certified Azure Fundamentals, Certification number: H630 - 4055

- Cloud concepts
- Core Azure Services
- Core solutions and management tools on Azure General
- security and network security features Identity,
- governance, privacy, and compliance features
- Azure cost management and Service Level Agreements.

Microsoft

Microsoft Certified: Azure Solutions Architect Expert certification. Certification number: 16448B-RAB747

ISO/IEC 27001:2022

Information Security Management System - IT Infra & Solutions Implementer.

Certified Business Management Professional

Certified by: American Merit Council, Certificate No: 3207042024060006

Certified Information Technology Officer

Certified by: American Merit Council, Certificate No: 3207042024060002

Certified Network Defence Essentials

Certified by: EC - Council, Certificate No: 241291

ISO/IEC 20000-3:2019

Information Technology - Service Management.



AWARDS & RECOGNITIONS

BHARAT BHUSHAN NATIONAL AWARD, Social Service

International Human Rights Ambassadors Organization.

RISING STAR TECH EXPERT AWARD, IT Tech Expert

Heights of Success Magazine.

RABINDRA RATNA PURASKAR AWARD, Social Service

Veyil Foundation.

NATIONAL HUMANITY & PEACE AWARD, Social Service

Sahara Book of Star Record.

WAC (World Amazing Champion) SOCIAL HERO AWARD, Social Service

WAC Book of Records.

Dr. APJ ABDUL KALAM AWARD, Social Service

Bharatiya Ratna Samman Awards Organization.



PERSONAL DOSSIER

Date of Birth : 10th March 1980

Gender : Male

Marital Status : Married

Passport No : J8970479

Native Location: Tirupati, Andhra Pradesh, India



LANGUAGES

English ☒ ☒ ☒ ☒ ☒

Hindi ☒ ☒ ☒ ☒ ☒

Tamil ☒ ☒ ☒ ☒ ☒

Telugu ☒ ☒ ☒ ☒ ☒