



SMINTO THOMAS

An accomplished IT Operations Manager with extensive experience spanning over a decade. Successfully led teams and managed projects across diverse industries including workforce solutions, retail, and IT consulting. With expertise in network configuration, cyber security, and project management with a proven track record of achieving organizational goals and delivering successful outcomes. A highly skilled professional with a Bachelor's degree in Computer Application and certifications in SAP, Microsoft Azure, and project management looking for an opportunity as an IT Project Manager / IT Operations Manager / IT Infrastructure Manager in IT/Retail/ Construction/Consulting/Financial Industries.


EXPERIENCE

**AIRSWIFT|MANCHESTER|UK**
(Workforce Solution Provider including Consultation, Manpower, etc.
World's largest Workforce Solution Provider)
CLOUD & INFRASTRUCTURE SPECIALIST
Reporting to : IT Infrastructure Manager
No.of Employees: 1000+
February 2023- Till date

- Managing the IT support team to ensure efficient operations.
- Developing internal IT projects and overseeing their implementation.
- Establishing and configuring data centers to support organizational needs.
- Conducting stakeholder meetings to provide project updates, manage user expectations, and communicate any unforeseen delays.
- Collaborating with the IT service team to manage and oversee all IT operations.
- Global management of vendors and contracts to support IT infrastructure and services.

**AL SEER GROUP OF COMPANIES – SPINNEYS DUBAI LLC | DUBAI | UAE**
SENIOR SYSTEM NETWORK CLOUD SERVICES & DATA CENTRE
SENIOR IT INFRASTRUCTURE &PROJECT SPECIALIST
February 2008-August 2022

- Providing network maintenance support and promptly addressing outages and software deployments within defined Service Level Agreements (SLAs).
- Collaborating with end-users to assess network improvement needs based on system requirements.
- Investigating user circuit outages, isolating problems, and verifying system health post-outages.
- Monitoring and evaluating progress on upcoming long-term strategic data center projects according to approved plans.
- Managing Enterprise Servers, Storages, Operating Systems, Clusters, File Systems, Databases, and Applications, including implementing Database Security Controls and Performance Management.
- Overseeing multiple large-scale projects, including scheduling, scoping, budgeting, risk management, and resource allocation, to align with strategic objectives.
- Reviewing current processes to identify and address any gaps in control mechanisms.
- Organizing departmental meetings to identify and rectify process loopholes at all levels.
- Designing and implementing a centralized repository for monitoring database information.
- Leading, mentoring, and evaluating team performance to ensure efficient process operations and achievement of targets

**DELL (ALLIED DIGITAL SERVICES LIMITED) | KERALA | INDIA**
IT SERVICES & IT CONSULTING
SERVER SUPPORT ENGINEER
January 2007-February 2008

- Installing, providing support for, and troubleshooting server and workstation operating systems.
- Overseeing the installation of operating systems and anti-virus software.
- Conducting installation and maintenance of peripherals including printers, scanners, and webcams.
- Addressing support issues escalated by junior support engineers for various technical matters.
- Managing the installation and configuration of servers, server applications, server backup solutions, and endpoint security solutions.



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EXPERTISE IN

- IT Designing
- Data Center Management
- Resource Allocation
- Project Management
- Complaint Escalation
- Risk Management
- Network Configuration
- Cyber Security
- User Management
- Troubleshooting
- Server Maintenance
- Network Security
- Microsoft Licensing
- Microsoft Intunes
- Retail Operations & Business Support
- Vendor Management
- Contracts Management
- Data Security
- Service Level Agreement
- Project Coordination

PERSONAL INFO

Nationality :India
Languages :English|Hindi| Malayalam
DOB :30th May 1983
Gender :Male
Marital Status :Married

EDUCATION

2006|**BACHELOR OF**
COMPUTER APPLICATION
Chaudary Charan Singh University|
Mumbai|India.

SKILLS&CERTIFICATIONS

- SAP
- Microsoft Azure
- Project Management Professional
- Microsoft Certified System Engineer Messaging (MSMEM)
- Cisco Certified Network Associate

MAJOR PROJECTS HANDLED

- ✓ Hosted and implemented MS Exchange Server 2007 and migrated 300+ users from MDaemon.
- ✓ Migration of more than 600 live users to Office 365.
- ✓ Migration of 30+ servers to MS Azure with its application.
- ✓ Designing and implementing network infrastructure at the new warehouse.
- ✓ Sized and purchased new 3par storage and migrated 10DB servers & application servers.
- ✓ Installed & rolled out Eset Smart security.
- ✓ Configured & rolled out file server on AD2008 and migrated data from the Novell server.
- ✓ Replacement for checkpoint firewall with the latest hardware & software.

ACHIEVEMENTS

- ❖ Managed the IT infrastructure for over 70 retail stores at Spinneys.
- ❖ Spearheaded the global project to migrate Windows to 11 for all resources at Airswit, encompassing 400+ ASRCs. Sizing & designing of refreshing existing infrastructure to Cisco Meraki including HQ & 90+ remote locations.
- ❖ Migration of live HQ and live warehouse.
- ❖ Shifting of HQ twice to a new location including the active data center with LAN & WAN set-up.
- ❖ Led and executed end-to-end e-commerce projects for products like WebSphere.
- ❖ Managed the successful installation of storage services and onsite assignments
- ❖ Worked closely with project managers and stakeholders during the upgrade to Spinneys & Waitrose Ecommerce, Spinneys-dubai.com, all retail store IT infrastructure designing, installing, and commissioning, new warehouses IT infrastructure designing, installing, and commissioning.
- ❖ Project Manager IT- Acquired a company in Abu Dhabi with 5 outlets and successfully implemented its acquisition planning and execution overnight and initiated full-fledged store operations from the next day.

(CCNA)

- Microsoft Certified Systems Administrator (MCSA)
- Microsoft Certified Professional (MCP)



REFERENCES

Available on request