Bhupesa Kumar Pallai

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SUMMARY

A highly motivated, never giving up mindset, with a strong work ethic derived from **Indian Army IT experience and training over 20 years**. Resilient in tasks that offer resistance. Experienced in customer-based service, team building, and interpersonal skills. A seasoned leader with years of experience in handling numerous pressure situations. A proud winner of the India Book of Records (IBR) for completing 200 technical certifications.

CERTIFICATION

- Microsoft Advertising Certified Professional (MACP)
- FORTINET Certified, Network Security Associate (NSE 1 and NSE 2)
- ISO/IEC 27001 Information Security Associate by SKILLFRONT
- IBM Certified Customer Engagement Specialist
- Coursera Certified Customer Engagement and Problem Solving
- Google Certified Tech Support Professional
- Microsoft Certified Educator Professional
- Management and Strategy Institute Certified Project Management Essentials
- Advance Diploma in Information Technology
- Diploma in Certified Hardware and Networking Professional

WORK EXPERIENCE

Indian Army
Windows System Administrator cum Software Consultant   **Apr 1999 – Jul 2019**

Execute complex projects in the Indian Armed Forces. Proven skills at managing large and various teams for result-oriented goals keeping in mind information security. Designed and implemented insightful strategies for maintaining policies and maintaining the IT assets **functional in combat environments**. Award by distinguished service and devotion to duty performed in operation or non-operational areas. Passionate about research, learning, and exploring new technologies.

- **Implementation of ISO 27001 (Role: Implementor and Lead Auditor)**.

  - Formation of the checklist, documents, the timeline includes the technical team.
  - Conduct periodic information security risk assessments for internal departments and implementation of Standard Operating Procedures. Produce, recommend strategies for information security risk treatment plans to reduce or mitigate risks.
  - Track and monitor risk exceptions to ensure control deviations and mitigating controls are in place.
  - Coordinate and **conduct periodic information security awareness and training** relevant to the roles and responsibilities of employees in the organization.
  - Prioritizes and organizes projects and tasks to ensure deadlines and deliverables.
  - Comply with the terms and conditions of the employment contract, company policies and procedures, and any directives.
  - Project Hours – More than **3000 hours (Approx 150 Months)**

- **Technical Trainer (Role: Information Technology Non-Commissioned Officer).**

  - Work closely with internal technical and operating teams to identify technical training needs and create and provide learning support based on the identified needs.
  - Build and lead a team of IT professionals to maximize their performance to achieve excellent technical capability for the long term. (**Trained more than 500 individuals**).
  - Keep the learning modules current by updating/revising them on an ongoing basis based on the updates from various cyber security challenges.
  - Project Hours – More than **15 Years**.

- **Procurement (Role: Purchase Executive).**

  - Review inventories and orders as required and estimate and establish cost parameters and budgets for purchases.
  - **Backload the unserviceable computers**, destruction of storage devices, demanding items, and economical utilization of allotted amounts.
  - Preparation of Statement of Case, taking approval, clearance of documentation, bidding in Government E-Marketplace (GeM), liaising with vendors.
  - Organize and update database of suppliers, delivery times, invoices, the number of orders, with timely payment. Produce and maintain all reports.
  - **Ensure timely utilization of allotted funds**.
  - Project Hours – More than **15 Years**.

- **System Administrator (Role: IT Head)**

  - Preserve, make available IT Infrastructure (system including services), and plan, organize, control all IT-related matters include data, wireless communications, telephony, computer hardware with automation packages and software.
  - Security parameters to access cards, biometric access devices, controlled entry points to the restricted areas.
  - Applying advanced diagnostic techniques to identify problems, investigate causes and recommend solutions to correct common failures.
  - Hardware support includes, PCs, overhead projectors, soft boards, photocopier, MFDs, laser and inkjet printers and scanners.
  - Software support includes, but not limited to Windows operating systems currently supported by Microsoft, Microsoft Office Suite, Utility Software, patch update, Critical Data Backup, and Virus protection.
  - Client Coordination deals with OEM, Manufacturer, Head offices, and businessperson dealing.
  - Project management activities include project scoping, estimation, planning, risk management, finalization of technical/functional specifications, resource administration, and quality management of the application.
  - Provide Administration, logistic support, safety with delivering systems in a fast-paced and pressurized environment at optimized cost.
  - Monitor digital devices, like Video cameras, Digital Cameras, Info Kiosk, Projection System, Drone, and CCTV. Ensure proper functioning of LAN, UTM, NAS, and Server, including peripherals.
  - Precautions against fire accidents, to adequate Fire Fighting (FF) systems.
  - Implement the **multi-layers (six) password policy**.
  - Execute physical security and information security with data superintendence implicate **CIA without compromising the National Security**.
  - Project Hours – **20 Years**.

- **Software Consultant (Role: IT Consultant)**

  - Ensuring pirated/ unlicensed software is not used by the user. Using of allotted funds for procuring Genuine and licensed software.
  - Maintain a detailed product delivery plan include training, deployment.
  - Resolve cross-functional issues and escalate issues where necessary.
  - Automation software deployment and assist for training and troubleshooting.
  - Project Hours – More than **15 Years**.

EDUCATION

- Bachelor of Arts (IGNOU)
  - Personnel Administrations, communication skills.
- Graduation (Indian Army)

CORE COMPETENCIES

- Planning and execution.
- Assessment Policy procedures standard guidelines.
- Leadership.
- Excellent presentation, interpersonal, and multi-tasking skills.
- Solution Architect
- Team Management
- Delivery Management
- Task Allocation

APPRECIATION

- India Book of Record Holder
- Special Service Medal (SURAKSHA), Operation RAKSHAK
  - **100% functional computers in the operational area**.
- Sainya Seva Medal, J & K
- Operation PARAKRAM
- Maintain a high standard of cyber security in the operational area.
- General Officer in Commanding, Commendation Card
  - **Implementing CERT standards in Cyber Security.**
- Appreciated in 2011 for Information Technology event, Her Excellency Smt Pratibha Devising Patil, **The President of India**
  - Overall responsibility of IT event during Standard Presentation.

VOLUNTEER

- Executive Leader, NTRDC, Mission Crime Free Bharat, for reporting Cybercrime.
- Regional Partner, PALTAN, to help veterans build their second career.
- Wellness Evangelist, at Healthy Span Wellness.

HOBBIES

- Photography.

PERSONAL DETAILS

- Languages Known: English, Hindi, Oriya
- Bhubaneswar, Odisha