Arun Kumar Singh

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Project Manager (AVP)

About Me: An analytical and seasoned professional, an Ex Indian Air Force Officer with a Management (MBA) qualification and offering over 16 years of experience in IT project management, Information Security Management, IT Operations Management, Risk mitigation, Network Management, Compliances and IT Audit, undertaking multiple responsibilities and coordination with senior management & stakeholder to achieve business objectives.

Target: Looking for a senior-level managerial challenge in **INFORMATION SYSTEM** to drive IT initiatives for IT Projects/ Program/ Operations management with a values-driven global organisation of repute to meet organisational objectives.

Leadership Strengths

✓ Currently engaged as Project Manager (AVP) with Vehere Interactive Pvt. Ltd., Mumbai, India, since Dec 2021. Presently leading the team to execute projects for implementing multiple solutions for clients in diverse geographies (pan-India/UAE) for Pvt Organisations, Govt. Depts. & Banking sectors. Further integrated PCAP and NBAD tools with SIEM, SOAR and UEBA at the Security Operations Centre, in India and UAE.

✓ A **CISSP** certified IT Leader, having strong expertise in designing Information Security Policies & Procedures, enforcing processes & controls, assessing risks against compliance standards. Experienced in implementing Turn-Key Projects of Cyber Security in the Banking sector and with National Security Agencies.

✓ A problem-solving Information Security specialist, capable of adopting & implementing Information Security Policies & Procedures, implement/operate/support Security processes & controls, monitor Physical Security/Data Loss Prevention/Identity Management/Video Surveillance/Access Control implementation, Governance & Compliance of ISO 27001-2013, NIST, COBIT .

✓ A proficient Networking Leader, having expertise in installing/configuring/calibration/commissioning/support of multi-functional devices & products, to roll out Networks (LAN/WAN) for various purposes & combinations.

✓ A Competent & experienced in Information System Audit through Planning IS Audit, Defining Scope, Development of Terms of Reference, Risk Assessment, Conducting Structured IS Audit, Documentation of Audit Findings and Coordinate with Management/Stakeholders on Audit Report

✓ A **PMP** and **CSM** certified proactive Program/Project Delivery Specialist, skilled in initiation, project scoping, scheduling, estimation, execution planning, quality monitoring, risk management, resource administration and monitoring project execution till the final delivery, complying with agreed timelines, cost and quality.

✓ An effective Support Service Delivery leader, coordinating with stakeholders & end-users to provide Support Service delivery, ensuring identification & resolution of incidents/Problems/Issues to the satisfaction of all concerned.

✓ Strong Technical knowledge of multiple Tools & Technologies, including Hardware, OS, Applications, Databases and Other Tools.

✓ An adaptive Leader driving cross-functional **large teams** to achieve business objectives and having innate skills in recruiting, leading, training, resource allocation, performance management, monitoring high-performing/multi-cultural teams, delegation, issue/conflict resolution, client interaction, motivation and mentoring.

✓ A cohesive member of the team with an analytical/problem-solving attitude & capabilities in innovation, negotiation, planning, interpersonal relationships, communication, decision-making, organisational and management skills

✓ International experience: UAE, for over 2 years

Excellence Sphere

✓ Information/Communication Tech.
✓ Business Strategy/Process
✓ IT Program/Project Management
✓ Plan/Scope/Estimate/Schedule
✓ End Point Security / DLP
✓ Risk Assessment & Mitigation
✓ Optimize & Allocate Resources
✓ Information Security Management

✓ Design Security Policies/Procedures
✓ Implement Security Controls
✓ Business Continuity Disaster recovery
✓ Implement & Administrates Networks
✓ Install/Calibrate/Operate Devices
✓ Implement & Administrate Networks
✓ IT Governance/Risk/Compliance
✓ IT Operation Leadership/Control

✓ Manage Support Service Delivery
✓ Resolve Incident/Problem/Issue
✓ Customer Service Management
✓ Change Review & Execution
✓ Annual Plan / Review
✓ Budget and Finance Planning
✓ Manage/Resolve Escalations
✓ Team Leadership & Coaching

Education

- **M.B.A. (IT & Operations)**, from NMIMS, Mumbai, India (2021)
- **P.G. Certificate Program (Data Science and Big Data)**, from IMT, Ghaziabad, India (2020)
- **Executive Business Management Program**, from MDI, Gurgaon, India (2017-Full Time Residential)
- **B.Tech. (Electrical & Electronics)**, from UP Technical University, Lucknow, India (2007)

Certifications

- **Certified Information Systems Security Professional (CISSP) certificate from ISC2 (2023)**
- **Certified Scrum Master (CSM) from Scrum Alliance (2021)**
- **Payment Card Industry Security Implementor (PCISI) certificate from SISA (2021)**
- **Project Management Professional (PMP) certificate from PMI (2018)**
- **ITIL (Foundation) certificate in ITSM from Axelos (2017)**
- **ITSM Administration certificate by HP (2012**)
- **ISO27001-2013 ISMS, Lead Auditor training from BSI (2021)**
- **AWS Technical Essentials Training (2020)**
- **Conducted "Information Warfare" workshop conducted by Indian Air Force, KPMG and CERT, New Delhi, India (2017) and "IW Seminar" of Indian Air Force (2015)**

Technical Skills

- Hardware: Intel Platform, Servers, Cisco Switches and Routers
- Networks: VPN, MPLS, WCDMA, NNM, NTP
- Operating Systems: Windows, Linux
- Cloud Platforms: AWS, MS Azure
- Languages: C/C++
- IDE: SharePoint
- Security Tools: Cisco Firewalls, Radware IDS, SIEM, SOAR, PCAP, NBAD
- Other Tools: JIRA, MS Project, G-Suite, Micro Focus SM, OVPI, Zscalar Proxy, Aggregators, ManageEngine Endpoint Central, EDR
- Products: Salesforce, Odoo, MDM, EMS
- Utility: MS 365

Professional Experience

Project Manager (AVP)
Vehere Interactive Pvt. Ltd., Mumbai, India (Dec 2021 onwards)

Achievements:
~ Completed First-ever Project of the company in the Middle East without SI Partner
~ Handled 4 Projects worth INR 100 Cr in a year
~ Received the Repeat Purchase of 10X from International Client

Key Profile:
- Presently leading a team of 25 resources to execute projects for implementing multiple solutions for clients in diverse geographies (pan-India/UAE) for Govt. Depts. & Banking sectors.
- Driving the integration of deployed PCAP and NBAD with Thread Intel Platform, SIEM, SOAR and UEBA, the Security Operations Centre, in India/UAE.
- Reporting to the Director for the implementation of Lawful Interception and Network Forensic System in the Government National Security Agencies, in the Middle East.
- Arranging implementation of the Cyber Security tools PCAP & NBAD for Banking Institutions to comply with RBI guidelines and other regulatory requirements.
- Leading the team to deploy Packet Capture solution in Govt National Security/Defence Agencies, in India and UAE.
- Completed Cyber Drills with the banks to assess the effective vulnerability and threat intelligence reporting.
- Responded to and vetted RFPs, agreements, technical solutions and prepared project documents and product reference material, for users.
- Designed/developed a helpdesk Portal for 24x7 Customer Support and extended post-deployment support to bring customer delight for their GRC exercises.

Director IT
Foundation To Educate Girls Globally (FTEGG), Mumbai, India (Apr 2018 to Nov 2021)

Achievements:
~ Relocation of Server Room to new HO with NIL downtime in working hours
~ Led and Implemented at Entrprise level Automation and Digitisation of business processes by developing ERP.

Key Profile
- Reported to the CEO and led a team of 21 resources of this Non-Profit Organization as the Global Head of IT Function, primarily for Digital Transformation of Business processes.
- Driving formulation of IT strategy and alignment with technology solutions to achieve the business goals of the organisation including business usnits of India and USA.
- Led the design & development of **ERP** (CRM, LMS, HRMS & Accounting Modules) solutions after gathering/analysing business requirements based on Agile SDLC.

- ✔ Conducted assessment & evaluation of tools & technology for engaging selected vendor in the development of the ERP solution.
- ✔ Defined/enforced IT Policies, Practices & Procedures and formulated manuals to implement Information Security and for Risk Management.
- ✔ Arranged migration of Servers from On-Premises locations to **Cloud (MS Azure and AWS)** Platforms without hampering normal productions.
- ✔ Engaged in the leadership of multiple tasks - IT audit as per ISO 27001-2013, implementing MDM solution, GDPR Compliance, Cloud Security and Asset/Infrastructure Management.

Dy. Director
Indian Air Force, India (Jan 2008 to Mar 2018)

Role Path
Deputy Director - ITSM (Network Operations Centre), Delhi
Assistant Director - Data Centre (DC) Operations, Mumbai
Senior Manager IT- Advance Headquarters, Chandigarh
IT Manager, Bangalore & Assam Region

Achievements:
- ~ Received Best Trainee Air Force Officer award of the batch 2008, in Indian Air Force Academy, Hyderabad
- ~ Winner of "Best Cyber Security Compliance Station" in Western Air Command, Indian Air Force
- ~ Adjudged as the Youngest Officer to Manage the Joint Army Air Operations Centre in the Indian Air Force
- ~ Ensured 99.995% availability of infrastructure and services in the Data Centre, Mumbai

Key Profile (Dy. Director):
- ✔ Reported to the CTO and led a team of 160 technicians for both project execution as well as daily operation, involving Performance Monitoring, Training, Capacity Building, etc.
- ✔ Drove the complete operation management of the Network Management System in the **Network Operations Centre (NOC)**, Delhi, owning the IT Security procedures.
- ✔ Engaged in creating the IT Plan/Budget Planning, ensured Fund Utilisation/IT Governance Risk Compliance, conducted Procurement, engaged in Vendor & Stakeholder Management and Resource Allocation.
- ✔ Executed to implement ITSM functions/procedures access management, incident/problem resolution and change/configuration management.
- ✔ Led the team to monitor 15000 networked devices at 260 locations using an automated Element Management System and SIEM, NNM, OVPI & EMS tools.
- ✔ Ensured compliance with audit remarks & observations, conforming to the Cybersecurity policy framework/guidelines as per ISO 27001 v 2013 standard and NIST.
- ✔ Enabled service continuity by implementing Security & Risk management by Vulnerability assessment and Network Security.
- ✔ Coordinated with CERT, India and KPMG to organize/conduct cyber security workshops for the workforce of the Indian Air Force.

Key Profile (Asst. Director):
- ✔ Led a team of 25 technicians for day-to-day operations of the **Data Centre (DC),** in Mumbai, providing overall direction for the same.
- ✔ Drove coordination, implementation, execution, control and completion of projects for infrastructure expansion, including installations, upgrades and support of systems/software.
- ✔ Tracked the KPI of the Data Centre in a 24*7 environment, involving mission-critical Infrastructure HVAC&R and ensured high availability of infrastructure and services.
- ✔ Conducted IT audits conforming to the respective security clauses & controls as well as ensured Compliance Management, DR/BC planning and Data protection/privacy as per Cyber Security framework under GRC.

Key Profile (Sr. Manager IT):
- ✔ Led a team of 10 IT professionals as the Sr. Manager IT of the Advance Headquarters, India Air Force, Chandigarh to optimize the Communication Network (IP/MPLS) and IT infrastructure of strategic airbase.
- ✔ Executed multiple projects - "AFNET", "WCDMA" and "Network for Spectrum", in coordination with the Stakeholders of DoT, BSNL, Army, Navy, NHAI and L&T.
- ✔ Conducted IT security audits at various Air Force bases to develop both the "Current Profile" and "Target Profile" of the unit.
- ✔ Formulated policy, guidelines and SOPs for resolving violations of compliance with the security standards.

Key Profile (IT Manager):
- ✔ Led a team of 10 members as IT Manager, to establish a Service Desk for execution of the WCDMA Project as well as implemented Information Security measures and IT governance.
- ✔ Conducted internal/external IT Audits for Air Force Stations as a member of the Audit Teams of the Air Force Command Head Quarter.
- ✔ Established the "Cyber Security Training Institute" for Northeastern Region, while at Assam, after planning for the same.
- ✔ Drove creation of training curriculum, implementation of Infrastructure, Capacity building of the training team and delivering training.
- ✔ Spearheaded Budget planning, Procurement, Vendor management and budget utilization for IT operations of the Air Force Station.

Previous Engagement

Executive Engineer, Tech Mahindra Ltd., Hyderabad, India (Jul 2007 to Dec 2007)

Personal Details

YOB: 1982
Nationality: Indian

Languages known: English, Hindi and Punjabi
Location preference: Pune/Mumbai/Hyderabad, India