Navin Ramesh Avadhani

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Profile Summary

- Nearly 9 years of rich and diverse experience in applying people, process, problem-solving and technical skills to improve individual, team and organizational performance.
- Core expertise - IT Service Desk, Infrastructure Management, Technical Support, Security, Operations, Project Management, Managed and outsourced projects.
- An impassioned team player who's extremely adept at identifying, measuring, monitoring and managing technical and operating risks involved with projects across the IT spectrum for excellent resource utilization, optimization and increasing efficiency to produce exceptional results.
- Serving as a single point of contact for effective relationship management with demonstrated success dealing resourcefully with customers, clients, contractors, peers and senior management.
- Highly passionate about job responsibilities and cope well with high-stress situations, managing a variety of projects simultaneously.
- Extensive exposure working within a multicultural and multi-lingual environment.

Education

St. Joseph's Engineering College, Visvesvaraya Technological University   *Mangalore, India*
Bachelor of Engineering, May 2012   **Major:** Information Science and Engineering

Swiss Business School (SBS)   *Abu Dhabi, United Arab Emirates*
Master in Business Administration, May, 2016   **Major:** Global MBA

Work Experience

Systems Engineer, Accenture   *Bangalore, India*
June, 2012 – June, 2013
IT Systems Engineer, Danat Al Emarat Hospital   *Abu Dhabi, United Arab Emirates*
August, 2013 – Present

Roles and Responsibilities across the tenure

- Managing IT Infrastructure, hardware, network areas and implementing technological strategic solutions.
- Participate in the evaluation, deployment and administration of all Information Technology software, hardware and network systems.
- Work with new innovative systems with advanced technology utilizing internal resources, external software, independent contractors and third party consulting firms.
- Determine and recommend all IT strategies, policies, procedures and SOPs with oversight for administration of user permissions, security levels and technical accountability.
- Oversee all systems administration, server monitoring, storage, backup / recovery, data migration and IP phone system with goal of 100% uptime for business continuity.
- Train and mentor all new IT staff members, to ensure that business value is maximized and IT goals are achieved.
- Conduct trainings for staff members on various software solutions used within the facility to assist in day to day business activities.
- Plan, design, identify problems and troubleshoot IT systems architecture, operating platform and network systems infrastructure
- Provide oversight for and participate in IT operations, support desk, service calls and escalated problem resolution.
- Monitor and suggest optimal course of action to control IT budgets and consumption and decide on system requirements, costs and specifications.
- Work with stakeholders to define, deliver and support strategic plans for implementing information technologies.
- Recommend information technology strategies, policies, and procedures by evaluating organization outcomes.
- Maintain quality service by establishing and enforcing organization standards.
- Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices.

Skills: *IT Security, Windows Server architecture, Hyper-V Virtualization & Clustering, Systems Administration, Asset Management, Formulation of Policies, Procedures, SLAs; IT Service Desk Management, Service Delivery, Technical Support, Incident & Change Management, Project Management, Quality Assurance, Resource Optimization, Team Management*
Others: *OHSMS Certified Internal Auditor*