

ANJANEYA VARA PRASAD NANDAM

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IT INFRASTRUCTURE | SYSTEM MANAGEMENT | NETWORK ADMINISTRATION | CLOUD TECHNOLOGIES

Offering an impressive experience of 18+ years, strong credentials in delivering optimal results and business via technology solutions.

SUMMARY OF SKILLS

- **Multi-functional expert and technically inclined IT professional** with significant experience acquired over the years in diverse areas encompassing:
 - **Project Management, Windows, Linux, Network & Infrastructure Administration, ITIL Infrastructure Management, Setting-up & Managing Mission-Critical IT Services Setup, Network and Application Load Balancing, Cloud Technologies (AWS, Azure), Auditing, IT Finance/Budget Management, Information Security, IT Product Procurement, IT Operations, Technical Support, and Team Management.**
- Proven ability in gathering & analyzing requirements and participating in defining Networking & Cloud-based turnkey and hybrid solutions strategies by creating roadmaps and driving the development of solutions.
- Well-versed in managing the complete life cycle of projects, including analysis of the client requirements, translating new ideas into clients' solutions, requirements development, project financing, delivery, support, analysis, and documentation.
- Expertise in handling IT infrastructure management using the latest technology, putting systems in place, and developing all required processes & procedures, and assuring compliance with policies, methods, and tools.
- Adept at coordinating with the team in laying out ITIL processes for the engagement and assisting the team to leverage the "ITIL framework" for enhanced quality of service.
- Well-versed in installing & resolving problems related to Active Directory Technologies. Core strengths in maintaining Active Directory Windows 2008, Applying Group Policies, managing permissions on the File Server, creating DHCP Scopes, IP Reservations, migrating the DHCP server, and backing up the DHCP server.
- Highly experienced in creating and mentoring teams for implementing the initiatives. Managing several cross-functional and cross-cultural teams and coaching team members as appropriate to develop skills and confidence in their ability to examine work processes, create solutions, and measure improvements.

Areas of Expertise

Strategic IT Planning	Budgeting & Costing	Infrastructure Production Support	Vendor Management
Business Continuity Planning	Disaster Recovery Planning	Service Excellence Initiatives	Project Management
Technical Support Functions	Asset Management	SLA Management	Liaison/Coordination
Risk Management	Incident Management	Service Improvement	Team Management

Areas of Expertise

- Excellent exposure to managing multiple application platforms & IT infrastructure in the analysis of information system needs, evaluation of end-user requirements, custom designing solutions, and troubleshooting for complex information systems management.
- Well-versed with IT Infrastructure Management across multiple locations and Lead team with In-depth knowledge and experience in planning, system implementation, and business applications.
- Good experience with ITSM/ITIL process with a diverse background spanning technical and operational management, and experience in developing procedures and service standards for business excellence.
- Proficient in DHCP, DNS, Group Policies, Active Directory Services in Windows, all platforms, & Migration from Windows 2003 Server to Windows 2008 Server.
- Having good experience handling Compliance ISO270001, SOC2, GDPR, and PCIDC, etc., and risk assessment.
- Implementing and managing the MDM Solutions using Kandji, Intune, SureMDM, ManageEngine, etc..
- Adept in the implementation of System Policies, Security Policies in Windows 2008 & 2012 Server; Installation, Configuration, and Administration of a Multi-domain Environment.
- Well-versed in the Installation, Configuration, and Administration of MS Exchange 2007/2010/2013, Web Hosting using LAMP and Apache Tomcat, along with monitoring and management.
- Design and implement load-balancing solutions for networks and applications using F5, Fortinet, and other vendors.
- Good Experience in Oracle EBS, MS CRM 365, and Open ERP Server, deploying and managing administration.
- Instrumental in the Installation, Configuration, troubleshooting, debugging, and Administration of Hyper-V Server, Nutanix, Virtual Machines, Management and tuning of Virtual machines, Storage, and network performance.

PROFESSIONAL EXPERIENCE

CertifyOS,
Manager IT and Security

Apr 2025 – Present

- IT Strategy & Security Leadership:
 - Developed and implemented comprehensive IT strategies aligned with business objectives.
 - Ensured compliance with regulations (e.g., NIST) for data protection and privacy.
 - Strengthened cybersecurity posture, reducing vulnerabilities by 65% through regular audits.
 - Conducted risk assessments and audits, recommending mitigation strategies.
 - Stayed current with emerging technologies and threats to enhance IT security.
 - Developed and maintained incident response plans for security breach management.
 - Provided leadership and direction to the IT team, fostering innovation and professional growth.
- Infrastructure Management & Modernization:
 - Led the design, implementation, and optimization of enterprise-wide IT infrastructure.
 - Ensured infrastructure alignment with business goals and security compliance.
 - Spearheaded cloud infrastructure modernization, improving system reliability by 50% through effective service and incident management (Jira Cloud).
- Cost Optimization & Budget Leadership:
 - Managed the annual IT budget, reducing operational costs by 25% through vendor negotiations and infrastructure efficiencies.
 - Forecasted and allocated resources for scalable IT initiatives, achieving 100% project delivery within budget.
- Project & Risk Management:
 - Oversaw end-to-end IT projects, ensuring on-time delivery for cross-functional initiatives.
 - Mitigated risks through proactive monitoring, reducing downtime by 30% via incident response frameworks.
- Stakeholder Collaboration & Team Leadership:
 - Bridged IT and business needs by presenting strategic solutions to the C-suite, clients, and stakeholders.
 - Built and mentored a high-performing IT team, improving SLA resolution times by 50%.
 - Collaborated with cross-functional teams to promote a culture of security awareness.
- Operational Excellence:
 - Streamlined IT service delivery, achieving 98% end-user satisfaction through process improvements.
 - Championed change management for system upgrades, ensuring minimal operational disruption.

CyberSolve., HYDERABAD

Jun'24 – Dec'24

IT Manager

- Responsible for managing the company's IT infrastructure using the latest technology.
- Implement systems, develop processes and procedures, and ensure compliance with policies and tools.
- Provide leadership in project management, project planning, budgeting, resource deployment, monitoring and reporting, and risk identification and mitigation.
- Manage IT budgets, build strong teams and relationships, and address issues directly to achieve fast results that meet organizational needs.
- Design, implement, and coordinate systems, policies, and procedures that align with end-user needs and system functionality.
- Ensure the security of assets and information by assessing infrastructure and implementing security controls for servers, networks, and cloud environments.
- Optimize IT costs, forecast budgets, and manage change, problem, and incident response.
- Communicate IT solution strategies and product offerings with clients, key decision-makers, and stakeholders.
- Manage overall administration of IT infrastructure, including support.
- Focus on ensuring the smooth delivery of IT services, meeting business needs, and customer satisfaction.

HomeLane., BANGALORE

Jan'24 – Jun'24

IT Manager

- Responsible for handling IT infrastructure using the latest technology, putting systems in place, and developing all required processes & procedures, and ensuring compliance with policies, methods, and tools.
- Providing thought leadership in overall project management, project planning, budgeting, resource deployment & utilization, monitoring & reporting, and risk identification & mitigation.
- Recognized for exceptional ability to manage IT budgets and build strong teams and relationships; exceptionally skilled at directly confronting issues and pursuing fast results in a way that meets organizational needs.
- Design, develop, implement, and coordinate systems, policies, and procedures.

- Ensure security of data, network access, and backup systems.
- Act in alignment with end-user needs and system functionality to contribute to organizational policy.
- Identify problematic areas and implement strategic solutions in time.
- Preserve assets, information security, and control structures.
- Infrastructure Assessment and gap analysis, and ensure security controls are implemented for server, network, and Cloud Infra.
- Responsible for optimizing the overall IT cost and forecasting the budget, ensuring eco-friendly solutions.
- Change Management, Problem Management, and Incident Response and Management related to the Internal IT infrastructure.
- Communicating IT solution strategy and product offerings with the clients, key decision-makers, and stakeholders, as well as collaborating with Senior Management for providing strategic inputs and IT vision for implementing new technologies.
- Managing overall administration of IT infrastructure support, which includes change management, new configuration and implementation, hardware refresher, renewals, AMC, and vendor management.
- Responsible for the smooth delivery of IT services to the business, ensuring customer satisfaction, and attending review meetings.

42GEARS MOBILITY SYSTEMS PVT. LTD., BANGALORE

Dec'21 - Jul-23

IT Manager

- Responsible for directing, defining, and coordinating IT Infra support, also responsible for establishing objectives, developing requirements, planning schedules, estimating costs, reviewing proposals, and monitoring technical issues.
- Instrumental in the finalization of project requirements and resource planning. Playing a key role in strategic planning to ensure the achievement of agreed business objectives.
- Providing thought leadership in overall project management, project planning, budgeting, resources deployment & utilization, monitoring & reporting, and risk identification & mitigation.
- Recognized for exceptional ability to manage IT budgets and build strong teams and relationships; exceptionally skilled at directly confronting issues, and for pursuing fast results in a way that meets organizational needs.
- Design, develop, implement, and coordinate systems, policies, and procedures.
- Ensure security of data, network access, and backup systems.
- Act in alignment with end-user needs and system functionality to contribute to organizational policy.
- Identify problematic areas and implement strategic solutions in time.
- Preserve assets, information security, and control structures.
- Responsible for DR, BCP, and Failover of the Infrastructure.
- Infrastructure Assessment and gap analysis, and ensure security controls are implemented for server, network, and Cloud Infra.
- Responsible for optimizing the overall IT cost and forecasting the budget, ensuring eco-friendly solutions.
- Change Management, Problem Management, and Incident Response and Management related to the Internal IT infrastructure.
- Communicating IT solution strategy and product offerings with the clients, key decision-makers, and stakeholders, as well as collaborating with Senior Management for providing strategic inputs and IT vision for implementing new technologies.
- Managing overall IT infrastructure administration, including change management, new configuration and implementation, hardware refreshes, renewals, AMC, and vendor management.
- Responsible for the smooth delivery of IT services to the business, ensuring customer satisfaction, and attending review meetings.

PLIVO COMMUNICATIONS PVT. LTD., BANGALORE

May'19 – Dec'21

IT Manager

- Responsible for directing, defining, and coordinating IT Infra support, also responsible for establishing objectives, developing requirements, planning schedules, estimating costs, reviewing proposals, and monitoring technical issues.
- Instrumental in the finalization of project requirements and resource planning. Playing a key role in strategic planning to ensure the achievement of agreed business objectives.
- Providing thought leadership in overall project management, project planning, budgeting, resources deployment & utilization, monitoring & reporting, and risk identification & mitigation.
- Recognized for exceptional ability to manage IT budgets and build strong teams and relationships; exceptionally skilled at directly confronting issues, and for pursuing fast results in a way that meets organizational needs.
- Communicating IT solution strategy and product offerings with the clients, key decision-makers, and stakeholders, as well as collaborating with Senior Management for providing strategic inputs and IT vision for implementing new technologies.
- Managing overall IT infrastructure administration, including change management, new configuration and implementation, hardware refreshes, renewals, AMC, and vendor management.
- Responsible for the smooth delivery of IT services to the business, ensuring customer satisfaction, and attending review meetings.

ARYAKA NETWORKS INDIA PVT. LTD., BANGALORE

Jul'15 - May'19

IT Lead (Oct'16 - May'19)

Sr System Admin (Team Lead) (Jul'15 – Oct'16)

- Responsible for handling IT infrastructure using the latest technology, putting systems in place, and developing all required processes & procedures, and ensuring compliance with policies, methods, and tools.
- Assisted in the development of overall objectives and long-range goals for the assigned area. Responsible for managing the staff function of the IT organization's needs.
- Designing and providing cutting-edge IT infrastructure solutions aligned with the business requirements within a short turnaround time.
- Collaborated with the cross-functional teams and deployed technology to build successful solutions, led and managed multi-sited & multicultural project teams with prudent judiciousness and utilization.
- Implemented processes for improving IT Services, entailing continual service improvement, service operations, service transition, and service design & strategy.
- Management in administrating and configuring mobile devices for enterprise users via Office 365, Intune, and Azure Active Directory environments.
- Implemented group policies and device policies with Intune.
- Managed Office 365 tenant with over 450 mailboxes and implemented security best practices for the environment.
- Enhance network functionality, performance, and reliability by leveraging the server load-balancing platform.
- Design and implement load-balancing solutions for the network and applications using F5 and Barracuda.

As an IT Lead

- Efficiently handled two significant office moves, and several teams were reshuffled to ensure successful, timely completion. Achieved consistent 100% laptop availability for new hires through rolling inventory analysis and appropriate adjustments.
- Championed five IT projects, achieving improved cross-team collaboration and a better onboarding experience for new hires.
- Improved team efficiency two-fold by defining, collecting, analyzing, and regularly publishing relevant team metrics.
- Designed and implemented the JIRA Service Desk for Internal users as an IT ticketing System.
- Implemented Cisco Meraki Cloud wireless controller with 30 APs to provide WIFI access in multiple locations.
- Configured 8x8, Webex, Zoom, Salesforce, Zuora, Slack, Cisco Meraki, Box, TribeHR, NetSuite, Atlassian Products (Jira, confluence, fisheye, etc.), and more with Okta.
- Administered the Aryaka Network Office 365 tenant and configured the complete Office 365 Exchange for India and USA users' mailboxes.
- Instrumental in setting up, configuring, implementing, and monitoring all production-level servers, including the hardware, operating system, database & applications, for more than 45 Servers.
- Managed DHCP, DNS, Group Policies, Active Directory Services in Windows, all platforms, and Migration from Windows 2003 Server to Windows 2008 Server.
- Created and maintained a comprehensive list of all Office 365 tenants, including email addresses, domains, and administrators.
- Conducted regular security audits for compliance with HIPAA regulations and best practices.
- Assisted other engineers on projects related to Office 365 when needed and assisted in designing solutions that meet business needs while adhering to Microsoft's Infrastructure Best Practices.
- Develops implementation strategies, plans, and processes for migration from the data center to the cloud.
- Enhance network functionality, performance, and reliability by leveraging the server load-balancing platform.
- Design and implement load-balancing solutions for the network and applications using F5, Fortinet, and Barracuda.
- Participated in the design and build-out of new facilities. Works with other support teams to share information and leverage tools and experience. Operates with limited guidance from management.

As a Sr. System Admin (Team Lead)

- Instrumental in setting up, configuring, implementing, and monitoring all production-level servers, including the hardware, operating system, database & applications, for more than 45 Servers.
- Managed DHCP, DNS, Group Policies, Active Directory Services in Windows, all platforms, and Migration from Windows 2003 Server to Windows 2008 Server.
- Responsible for Server performance monitoring, Network monitoring, and checking AD health.
- Participated in the design and build-out of new facilities. Works with other support teams to share information and leverage tools and experience. Operates with limited guidance from management.
- Responsible for configuration of all verities of printers in Linux and Windows environments, Like HP Network Printers, directly or through Print servers.
- Handled Network management of Local Area Networks in a centralized network.
- Looked after Monitor Systems, Network components, and bandwidth (internet) problems as and when they arise.
- Maintained coordination with hardware engineers and solved problems.

- Responsible for ISO9000 Implementation. Actively involved in Security and Risk Management, Capacity Management through OP Manager, Free tools, etc., Problem Management through our own developed tools, NMS, Incident Management, and Change management through third-party tools.
- Managed DHCP, DNS, Group Policies, Active Directory Services in Windows, all platforms, and Migration from Windows 2003 Server to Windows 2008 Server.
- Managed Webhosting using LAMP and Apache Tomcat, along with Monitoring and Managing sites of group companies and clients.
- Design and implement load-balancing solutions for the network and applications using Barracuda.
- Responsible for the configuration of all varieties of printers in Linux and Windows environments, such as HP Network Printers, directly or through Print servers.
- Handled Network management of Local Area Networks in a centralized network. Looked after Monitor Systems, Network components, and bandwidth (internet) problems as and when they arise.
- Maintained coordination with hardware engineers and solved problems. Involved in the configuration and maintenance of site-to-site VPN connections of 200 + remote locations with 99.9% accuracy with Cisco ASA.
- **Achievement:** Credential of receiving the “**Best Employee Award**” for the year 2012.

AGRIGOLD FARM ESTATES INDIA PVT. LTD., VIJAYAWADA

Dec'07 – Jan'11

Sr. System Administrator

- Efficiently managed implementation of System Policies, Security Policies in Windows 2000, 2003, and 2008 Server Installation and Configuration of Linux and Windows Servers and Workstations, HP Servers DL 360, DL380, HP ProLiant ML350, ProLiant ML330, and DELL M530 T, DELL Power Vault NF500 storage, IBM N3300, Storage Server, etc..
- Responsible for the maintenance of HP, Dell, IBM Servers, and Workstations. Handled File System management, System Security.
- Looked after User and Group management and Package administration (WSUS3.0).
- Responsible for the configuration of all varieties of printers in Linux and Windows environments, such as HP Network Printers, directly or through Print servers.
- Ensured OS and Office XP were up to date with the latest patches at regular intervals through WSUS, and ensured safe custody of hardware, software, and data backups.
- Managed the Implementation, Administration, and Maintenance of Linux and Windows 2000.
- Gained excellent knowledge in the Administration and Maintenance of IBM Storage N3300 (NAS). Took regular backup through VERITAS Net Backup to Auto Tape Loader LTO3.

EDUCATIONAL CREDENTIALS

M.Sc. – IT

Alagappa University

Bachelor of Commerce

University of Allahabad

Certifications

- CCNA 602-840 Cisco Certified Network Associate - ID: CSC011802443
- ITIL® Foundation Certificate in IT Service Management - ID: GR750414086AN
- Diploma in Electronics and Hardware (BDPS, VIJ)
- Diploma in Windows 2003 Server Networking (IIHNT, VIJ)

Training Attended

- Information Security Management Systems (ISO 270001).
- Microsoft Technical Seminars
- IBM Blade Server Administration and Troubleshooting Technical Seminar

Language known: Telugu, English, and Hindi

DOB: 6th June 1985

References: Available on Request