RATHEESH MULLACHERY
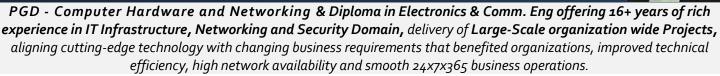
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Accomplished Professional – Network /IT Operations/ Cyber Security Systems & Roadmap

PGD - Computer Hardware and Networking & Diploma in Electronics & Comm. Eng offering 16+ years of rich experience in IT Infrastructure, Networking and Security Domain, delivery of Large-Scale organization wide Projects, aligning cutting-edge technology with changing business requirements that benefited organizations, improved technical efficiency, high network availability and smooth 24x7x365 business operations.

Valued Operations Partner: Track-record of success in setting-up, configuration & **maintenance of a secure, scalable & highly available multi-platform IT Infrastructure/ Data Center Operations** including Network Solution Design, LAN/WAN/VPN, Cloud, Security, Firewall, Servers, Routers, Switches, OS, Hardware, Software and VoIP Systems for meeting current & future needs. Deft in managing complete Network and Security Infrastructure from infrastructure design, implementation, execution and maintenance, ensure the uptime of all the Network Systems for high end-user satisfaction and IT service delivery excellence. **Focused Project Planner**: Highly skilled in IT Project Management, successfully led Installation and Configuration of IT Equipment at Branches, procurement of hardware, software & AMCs, vendor negotiations, inventory and assets management.

Network / Cyber Security Expert: Proficient in **Network Systems, Cyber & Cloud Security, implementation of Firewall, WAF, Load Balancer, Proxies, Antivirus & Security Tools for safeguarding the information resources and critical data of the company**. Drove Process Improvement / Automation, Compliances, Disaster Recovery & Business Continuity Plans for making organization future-ready in rapid-change environments.

Result- Driven Manager: Pivotal in **working with cross-functional teams, vendors & diverse stakeholders**, analyzing, logging, tracking & resolving complex software and hardware issues pertaining to networking connectivity, printer, server or application to meet business needs. Overcame IT Challenges using excellent problem-solving and analytical skills.

AREAS OF EXPERTISE

Strategic	- IT Program /Project Management - Network/OS Administration - IT Budgets / Cost Control - Vendor / Stakeholder Engagements	- Network & Security Operations - IT Service Delivery Management - IT Policies & SOPs/ Best Practices - Team Leadership / Trainings	- IT Infrastructure/ Data Center Operations - Process Transformation - Automation & Digitization - Third-party/AMC Vendor
Managerial	- Security Policies Implementation - Data Center Network Operations - End User System/Network Support - Client Relationship Management	- BCP /Disaster Recovery Solutions - Forcepoint NG Firewall Management - Organization IT Infrastructure	- Troubleshooting / Technical Support - Security Audits/ Network & Cyber Security - Incident/ Problem Management

PROFESSIONAL EXPERIENCE

Since Jun 2007: Al Fardan Group of Companies (Al Fardan Exchange LLC, Al Fardan Real Estate, Al Fardan Jewellery), UAE

Jun 2007 - Jul 2012: IT Support Engineer	Jul 2012 - May 2016: Sr. Sr.IT Coordinator	May 2016 - Jan 2019: Team Leader - Network	Jan 2019 - Till Date: Manager - Network Systems

Highlights:

➢ **Managing & maintaining Data Center, Branch and Head Office Network Infrastructure** as per defined SLAs/ Guidelines efficiency

➢ **Pivotal in designing & implementing Network and Security Infrastructure**, Network Systems Administration, Maintenance Security and Backups for always ensuring availability.

➢ **Working on Deployment of IT / Network related Projects,** from scoping, SOWs, POCs, site visits, progress tracking, status reporting to timely delivery within time, cost & QA norms

- Implementation, configuration and management of Tier 3 Network Infrastructure includes NGFW Perimeter Firewall, Internal Firewall, L3/L2 Switches, WAF, Load Balancer, Proxies.
- **Instrumental in identifying, diagnosing, isolating and resolving Organization Network infrastructure system.**
- **Leading & mentoring team members** to ensure that the team achieves the defined performance targets. Imparting training to team on technology & projects
- **As an L3 Engineer, providing end-to-end support and solutions** to the end user within the defined SLAs.
- **Directing Installation of all Network systems in Branches/Back Offices and Head Offices**
- Driving adoption of new technology, tools and improvements to Network and Security Operations, so that are capable of handling emerging and future business requirements.
- **Ensuring effective vendor management** in terms of quality of product, and delivery. Supporting IT Purchase, networking with vendors / suppliers for purchase of Network hardware, software, licenses/AMC as per requirement
- Providing regular updates to stakeholders, on day-to-day IT operations, following-up with teams for task defined
- **Promoting a Cyber / Network Security Culture**. Investigating effectiveness of current security systems and recommending security solutions to mitigate threats and vulnerability.
- **Designing Backup & Disaster Recovery Strategy ensuring scheduled / unscheduled backups as per plan**, planning servers for backup and recovery of server / database information
- **Conduct Mock DR Drill in every quarter and verify the application and network availability.**
- **Directing installation of Cisco call manager VOIP solution & MS Office** 365 E-Mail Administration and Management

Forcepoint NG Firewall Expert
- Expert knowledge in implanting, Managing and Maintaining the Forcepoint NGFW firewalls.
- Currently handling 4 Data Center/DR Center, 80 plus branch firewalls and make sure the network availability 24x7
- Implemented necessary security feature in NGFW and established stable network connectivity from all the branches to DC and DR Sites with SDWAN/Multi link configuration.
- Successfully implemented the DC and DR perimeter firewalls with all the Tier 3 standard with HA in Firewall and SMC

For Al Fardan Financial Services (Earlier Career)
- Led Daily Trade/Feed Connectivity Establishment & Maintenance with Stock Markets, Back Office Sync Process, Connectivity Monitoring
- Handled Installation & maintenance of all client applications from Zag Trader and stock markets.
- Supported online customers in initial set-up and access issues and brokers, back office staff in application related issues
- Coordinated with the Application Vendor (Zag Trader) in resolving software related issues.

MAJOR PROJECTS HANDLED

Title: Data Center Migration (2020-2021)
- Steered major project as Network Systems Manager; involved in design, implementation & execution of the network security infrastructure along with managed service provider (Cloud4C) as per industry standard of Tier3 Datacenter build.
- Documented pre-migration information for infrastructure. Implemented the perimeter firewalls for the internal firewall, Load Balancer WAF, and Switches in accordance to requirement and standard.
- Successfully configured branch/HO connectivity with Multilink and integrated around 100+ Business partner connectivity all over the world. Managed 25+ VPN, 100s static whitelist and Government Entity as Central Bank, Emirates Identity Authority over IPVPN.
- Stellar role in migrating & ensuring zero downtime from network perspective including 10 + internal application and over 100 + API Access

Title: Disaster Recovery Center (2021-2022)
- Built DR Center; designed, implemented and executed network security infrastructure along with the managed service provider (Cloud4C) as per the industry standard of Tier3 Datacenter build.
- Successfully completed:

- o Network infrastructure with all the business partners & branch connectivity from the primary data center.
- o Mock test and simulation test from DR and verified all the application access and connectivity.

Title: Mobile App (Alfa Pay)
➢ Alfa pay is the smart application recently introduced to the valued customer from AL Fardan Exchange for Money transfer/Foreign exchange and all other value-added service from Android/IOS platform.
➢ Collaborated with Mobile app service provider (M2P) to implement network infrastructure, including integration with payment gateway like NI and DAPI.
➢ Successfully implemented the infrastructure for the stable API access with proper load balancing, multiple proxies etc.

Title: Business Partners Integration
➢ Al Fardan exchange currently concentration more on digital platform.
➢ Stellar role in completing many integrations projects as Wage Payment/Card Payment system, Central Bank Wage payment system, Central Bank Aani App Project, EIDA system integration, Swift Alliance Connect, API integration, etc.

Title: Mobile App (Alfa Pay) Migration to AWS cloud

➢ Successfully migrated the mobile app applications from Azure to AWS cloud.
➢ Set up a complete infrastructure in AWS (EC2 Instance, VPC, Subnet, Security Groups, VPN Gateway, Application Load balancer, Network Load balancer, Site to Site VPN, integration with business partners.) for Mobile app.
➢ Ensuring the High availability for the application.

Title: Al Fardan Exchange Core Application Migration to AWS Cloud (On Going)

➢ Al Fardan exchanges is planning to replace the existing remittance application to new which is to be hosted in AWS cloud.
➢ As part of this project, we have successfully created the landing zone, multiple AWS account with segregated UAT, Production, Network infrastructure account.
➢ Able to create the VPCs, Subnets, EKS, API gateways, Application Load Balancer, Network Load Balancer, Transit Gateway
➢ Successfully connected On Prime Data center to AWS account for all the data migration and API integration testing.

EARLY CAREER

Sep 2006 - Feb 2007: One Zero Computers Pvt. Ltd. | Hardware and Network Engineer

Handled the Assembling, Installation, Networking & Troubleshooting of all types of Desktop PC. Assisted in Administration of Windows 98, 2000, XP Professional, 2000 Server, Windows 2000 Server & Professional Installation, Windows 2000 Core Printing & Remote Printing, DHCP, FTP, Telnet and DNS Server Configuring, Active Directory Creation and Communication Cable Preparation. Implemented and configured LAN Network

ACADEMICS & CREDENTIALS

Post Graduate Diploma in Computer Hardware and Networking | 2006
Electronic Corporation of India Ltd. (ECIT), Hyderabad, India

Diploma in Electronics & Communication Engineering | 2005
Under Board of Technical Education Bangalore, India

Pursuing Certifications/Trainings:

Pursuing Certified AWS Solution Architect

Trained Information Systems Security Professional (CISSP) (Training Institution: Infosec Train – India, Year: May 2022)
Forcepoint NGFW Administrator (Trained from Forcepoint, Year: 2021)

Cisco Certified Network Associate (CCNA) - Routing & switching) (Training institution: Regional Educational Institute, Abu Dhabi, Year: 2006)

Microsoft Certified System Administration (MCSA) – Windows Server 2003 (Trained in IIHT, Bangalore, India)

PERSONAL DETAILS

Date of Birth: 02-04-1985 | **Address:** Dubai – UAE | **Marital Status:** Married | **Nationality:** Indian

Languages Known: English, Hindi, and Malayalam

Visa Status: Employment Visa (Sponsor: Al Fardan Exchange LLC/ Expiry: 02/11/2025)

Driving License Details: Valid UAE Light Vehicle Driving License (Expiry: 05/08/2024)