**Anshu Arora**

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***Total experience – Close to 12 years of rich experience in Project Management and executing in multiple areas of work in IT and Networking domain***

**Professional Synopsis**

* Worked as **‘IT Engineer’** with **‘Emrill Services LLC’** in the role of Project Manager for various engagements
* Worked as an **‘IT Network Administrator’** with **‘Adyard Abu Dhabi LLC’** and took up responsibility as **Project Manager** for multiple engagements
* Worked as a **‘Network Engineer’** with **‘Topaz Energy & Marine’**
* Worked as a **‘Network Administrator’** with **‘Oxient Technologies’**
* Operated in the capacity of Network Architect and laid the foundation of networking and IT at offices & ensured the locations are operational on time.
* Led the configuration and implementation of Juniper & Dell SonicWall firewalls
* Led the configuration and maintenance of Windows Server 2008/2012, Exchange Server 2010/2013, Cisco, HP, 3COM & Huawei Switches
* Managed configuration and maintenance of HYPER – V Servers for virtualization within the company IT Infrastructure
* Led configuration and management of Cisco, Proxim, NetGear, Dell & TP Link Wireless Access Points at various company office locations
* Implementation and maintenance of Office365 at all the offices of the organization
* Led the configuration & maintenance of AVAYA PABX IP Office 500 at various offices
* Played a pivotal role in the Active Directory Management within the organization
* Maintenance of McAfee Anti-Virus System EPO to push the updates for all the systems (Servers, Laptops, Desktops) within the organization & generate reports on a quarterly basis for the Higher Management review of the System security within the company
* Led multiple projects and successfully completed them with appreciation across levels.
* Worked in the capacity of IT Project Manager, developed roadmap and time plan, service delivery model, recruitment plan, job description, risk and issue log, key performance indicators, escalation matrix, communication plan and communiques.
* Established self as a Team Manager and managed a team of 5 – 7 people. Also, worked in Individual Contributor roles.
* Mentored and trained new joiners to the team and IT administrators on skill set and ways of working

**Academics**

* MBA in IT from Banasthali University, India in 2015
* B.Tech in Computer Science and Engineering from Faculty of Engineering and Technology, Agra College affiliated to U.P. Technical University in 2006

**Experience Summary**

**July 2018 – February 2020 Emrill Services LLC**

**May 2016 – May 2018 Adyard Abu Dhabi LLC ( 2 years)**

**2009 – 2016 Topaz Energy & Marine (~ 7 years)**

**2007 – 2009 Oxient Technologies (~ 2 years)**

**Notable Contribution**

**Project Manager Activities**

* Led a team of 5 – 7 IT staff members per location
* Manage IT teams of UK, Oman, Qatar, Dubai and Abu Dhabi
* Accountable for all projects execution and responsible for customer satisfaction index (Voice of customer) – Rolled out surveys periodically to a random customer base. Executed improvisations.
* Established self as single point of contact across centers in UAE
* Redefined escalation protocol with different severity levels
* Responsible for upskilling of the team and recommending training sessions
* Developed service delivery model to ensure proper coverage is provided
* Created projects with key performance indicators and assigning projects to individuals
* Developed risk and issue log and kept the Leadership updated at all times
* Assessed current team capacity, prepared job description and recruited/on-boarded individuals
* Drafted communication and released them at company-wide level regarding outage of application, extra support hours, updates and installation etc. so all employees are well informed at all times
* Developed roadmap and time-plan for various projects

**Implementation of IT transition Project**

* Responsible for managing & guiding the IT engineers for system configuration & transition issues
* Responsible for monitoring & achieving daily, weekly & monthly targets for the IT Transition team

**Head Office shifting Project**

* Responsible for IT devices (Servers, Firewalls, Switches, Routers, Laptops, Desktops, Telephones, Biometric devices, CCTV cameras) implementation at the new office premises
* Responsible for smooth transfer of IT Assets with proper documentation to the new office location

**Site Offices De-mobilization Project**

* Responsible for smooth transfer of IT Assets with documentation from in between site offices
* Responsible for De-mobilization of all the IT Assets (Servers, Firewalls, Switches, Routers, Laptops, Desktops, Telephones, Biometric devices, CCTV cameras) from the concerned site office

**Implementation of Hardware De-Modification Project**

* Accountable and responsible for the Hardware De-Modification project per the defined timelines
* Conduct regular meetings with the higher management for the various business approvals

**Implementation & Management for Help Desk Application**

* Prepared Business Plan & had several meetings with the higher management for various approvals.
* Coordinated with the vendors & IT Team members at other Offices (Oman & Qatar)
* Organized several training sessions for the IT Administrators & End-Users

**Implementation of Mobile Management Application**

* Initiated the Mobile Management Application project. This application provides control over the Data Leakage through the various mobile devices used by the employees
* Coordinated with the vendors & managed the implemented in the organization

**Implementation of IT Network Infrastructure at Site Offices (Al Ruwais & Al BuHasa)**

* Initiated the project of IT Network Implementation at two site offices in AbuDhabi - Al Ruwais & Al BuHasa
* Prepared Implementation Plan & Base Line Technical requirement documents for the commencement of the project
* Initiated various meetings with the senior Management for cost approvals & project review
* Responsible for configuration and maintenance of firewall, switches and access points
* Established self as the SPOC for all the IT Related services needed by the users across offices

**Set Up and Implementation of Cloud**

* Suggested to implement Cloud Setup for the company to eventually save the maintenance cost of on premise devices (Exchange, Aniti-Virus,Backup & Fileservers data would be moved to the Cloud and the on-premise servers would not be required anymore) and travel expenditure needed
* Hard-effort of over two years which included meeting with the Managers of various departments & the third party service providers regarding implementation, efficiency issues and benefits realization – MS Outlook, Office 365, Skype, Business Video Conferences
* Successful implementation of Cloud set up throughout the company offices

**Introduction and Adoption of Document Management & Online Approvals System**

* Suggested the implementation of Document Management & Online Approvals System within the company to enable all the departments to maintain an online repository of all their documents
* Successful implementation throughout the company at all the UAE, Azerbaijan, Qatar & Kazakhstan Offices, which required two years of dedicated hard work to incorporate all features with amendments and stabilize the system
* Conducted regular meetings with the concerned Department heads to ensure the system gets adopted within their department and necessary features gets added
* Developed and rolled out communication to the employees at large
* Led trainings for the employees to ensure effective usage of system to increase their productivity

**Improvement of Telecommunication System**

* Suggested the use of Avaya Telecommunication network for telecommunication improvement. Successful implementation of Avaya Telecommunication System throughout the company which resulted in major impact on telephone billings

**Implementation of VSAT System on various Company Vessels**

* Suggested the implementation of VSAT system throughout the Company Vessels which provides a better mode of Communication for the Onshore Office Emploees with the crew onboard
* VSAT also provides a 24/7 Internet Connectivity at the Vessel so the Master can send & receive emails at any time of the day
* Showcased reduction in overall expenditure as the charges were according to the Data Plan that was opted for & not pay for each & every email going out of the Vessel Computers

**Professional Trainings and Certifications**

* CCNA qualified professional
* ITIL certified professional
* Project management trained professional (PMP Trained)
* Microsoft Windows server 2012
* Microsoft Exchange 2013

**Job Responsibilities (Emrill Services LLC)**

**Managing the IT Technical Team**

* Responsible for managing the IT Department Technical Team for various projects & day to day IT related jobs at Head Office & various site offices
* Providing Tier-2 & Tier-3 support to the employees at Head Office & site offices
* Responsible for planning the short-term & long-term goals for the IT Technical team

**Managing the Time Attendance System**

* Responsible for configuration & maintenance of Biometric devices at Head Office & various sites

**Managing the IT related Procurement**

* Responsible for dealing with the suppliers and get the lowest possible quotations for IT devices
* Maintained a record of all the IT related purchases carried out for the organization (Procurement of Firewalls, Switches, Laptops, and Desktops etc.)
* Maintained record of Licenses & Annual renewals concerning the Firewalls, Switches &Software

**Management of System Software Installation at Sites**

* Lead the team of IT Engineers for software installations
* Equip them with softwares and the process of intallation on user laptops
* Provide necessary guidance on probable issues faced during installation and its day to day usage

**Maintenance & Management of Office 365 system environment**

As per the cloud based setup, management of following:

* Maintain 24 hrs connectivity to Outlook from office or remote locations for smooth BAU
* Ensure local machines connect successfully to the Microsoft Exchange
* Conduct trainings & develop FAQs for the users on the usage of Skype for Business Effectiveness
* Encourage knowledge sharing and conduct sessions about One Drive for Business to ensure that the employees have access to their data without using their own laptops from any part of the world

**Job Responsibilities (Adyard Abu Dhabi LLC)**

**Managing the IT Operations Team**

* Planning the short-term & long-term goals of the IT Department Operations team employees
* Responsible for managing the in-house IT Department Operations team for various projects & day-to-day IT related jobs and ensuring all activities are on track
* Providing Tier-3 support to the company employees
* Managing the delivery of services requested by the employees on a day-to-day basis
* Responsible for assessing requirement and providing approvals on procurement for IT devices

**Managing all the IT related Company Procurement**

* Responsible for generating the MR for all the IT related procurement activities
* Responsible for dealing with the suppliers and get the lowest possible quotations for IT devices
* Responsible for generating the Lowest Purchase Order through JD Edwards ERP system
* Maintained a record of all the IT related purchases carried out for the organization (Procurement of Firewalls, Switches, Laptops, and Desktops etc.)
* Maintained a record of all the Licenses & Annual renewals concerning the Firewalls, Switches &Software (AutoCAD, TANK, Caesar etc.)

**Implementation of Security Policies within the Organization**

* Responsible for planning of the Information Security Policies along with IS Officer to initialize & implement better security procedures to minimize the risk of sensitive data loss

**Maintenance of Time-Attendance System**

* Maintain the Time-Attendance system, coordinate with the application vendors to get the issue resolved at the earliest

**IT Support to the remote sites**

* Make sure the employees at remote locations are well connected to the employees at office

**Job Responsibilities (Topaz Energy & Marine)**

**Set up of Data Center and various other Sites**

* Led the effort in setting up Data Centre and various other sites
* Onsite supervision of the Network Cabling throughout the Office (new construction at Fujairah)
* Responsible for configuring all the devices (Servers , Firewalls, Switches & Routers for that site)
* Actively involved and responsible for implementing devices at all sites globally. The site location included offices at Aktau, Bautino (Kazakhstan), Baku (Azerbaijan) and Doha (Qatar)

**Supervision and Management of all the Site Coordinators (IT Administrators at all locations )**

* Represent the first point of contact for all IT administrators on all sites and provide support and guidance to help them resolve problem with the user machines, softwares at their site, Office Network regarding internet connectivity to the user laptops etc.
* Responsible for good performance of all IT administrators across sites. Hold accountability of all problems reported by them and ensure they are able to perform effectively
* Provide extended support by travelling to the sites and taking things in control if problem not resolved by IT administrators
* Guide IT administrators on various issues faced and their resolution to prepare them for future

**Management of System Software Installation at Sites**

* Lead the team of Site Co-ordinators (IT adminstrators) for software installations
* Equip them with softwares and the process of intallation on user laptops
* Provide necessary guidance on probable issues faced during installation and its day to day usage

**Installation & Maintenance of Data Centre devices (Servers, Firewalls, Backup Library)**

* Enable effective functioning of business by installing and maintaining all data center devices
* Ensure a regular check on all the devices, timely report critical issues and resolve problems
* Responsible for maintaining the IT devices ( Exchange Server, Fileserver, Backup Server)

**Installation of Windows Server 2003/2008/2012 environment**

* Ensure all servers work properly at every given time so no lag in the performance is observed and business runs as usual with no interruption

**Disaster Management**

* Schedule daily, weekly & monthly backups on the backup Tape Drives
* Ensure they are safely removed and kept at other sites as a disaster management exercise
* Report status to Management on a weekly/monthly basis

**Implementation & Maintenance of Windows Server 2003/2008/2012 servers**

* Ensure smooth running of all servers - AD Control, Fileservers, Faxservers, Antivirus & Backup
* Identification and resolution of the issues as soon as possible to bring business back to usual
* Responsible for vendor management – Touch base with the Third Party clients on regularly basis to ensure the softwares managed by them are in control and the work is getting done on time

**Management of company Active Directory**

* Creation of New User Accounts and Email Address of new employees
* Maintain record for all the Organizational Units within the Active Directory
* Record keeping of the Systems list in the Active Directory to verify laptop users
* Addition of users to the specific Mail Distribution groups within the organization

**Maintenance of Exchange 2013 Server**

* Operating in a hybrid cloud environment, accountable to keep a regular check on the Exchange server to enable smooth functioning of the business and employees at work

**On Site & Remote support to Vessels**

* Maintain 24hrs internet connectivity on vessels in the sea
* Plan visits to the vessels whenever docked at port for any infrastructure related problems & resolve issues around software/hardware in the minimum time possible
* Coordinate with network providing companies to address problems and come up with a solution regarding internet connectivity to the vessels (regardless of its location in any part of the world)
* Access computers on the vessel remotely to address software problem while the vessel is on sail
* Coordinate with the IT administrators at other sites ( Qatar, Azerbaijan, Kazakhstan,Nigeria ) if the vessel docked at their residing country port is facing any problems regarding IT Infrastructure.
* Schedule visits of IT adminstrators at the port/vessel & guide them in process to resolve problem

**Telecommunication within the Company & Outside**

* Ensure 24\*7 telecommunication connectivity within the company ( at all company offices) through Avaya Telecommunication Network Infrastructure & resolve any problem on priority
* Develop and maintain an up-to-date repositiry of extension numbers & call routes of the emplyees throughout the company Offices ( UAE, Qatar, Azerbaijan, Kazakhstan)

**Extra-curricular Activities**

* Part of Cricket Team at Topaz Energy & Marine