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| **Amarnath Arcot**  **IT Manager**  **Hyderabad, India** | **Contact: +919490934101**  Description: C:\Users\amarnath\Pictures\Amarnath.png  **Email:** amarnath.arcot@gmail.com  **LinkedIn Profile URL**: [linkedin.com/in/amarnath-arcot-b4b60217](https://www.linkedin.com/in/amarnath-arcot-b4b60217?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base_contact_details%3BjpcvzccWTs6YiG3JMFFGtQ%3D%3D) |

**Management Profile: Information Technology**

**Snapshot:** Qualified senior IT professional with experience in setting up IT infrastructure, establish support processes, seamless implementation of assigned projects. Experienced on Wintel / Linux/Unix Systems, LAN – WAN Network Support and troubleshooting, across diverse organizations. Leading and delivering 24 X 7 support on Remote IT Infra Management

**Core Competencies include...**

IT Support ~ Helpdesk Management ~ Project Management ~ Infrastructure Set up & Management ~ Troubleshooting ~ Issue Resolution ~ Stakeholder Management ~ SLA Compliance ~ Team Leadership ~ Auditing ~ISMS~ QMS~ Process Automation ~Supplier/Vendor Management ~ BCP ~ IT Asset Management ~ AV Management

**Executive Summary**

* Skill in rendering innovative solutions to business units in compliance with IT Operations standard processes, procedures and policies; Assess information security and associated risk exposures including operational readiness in case of business interruption
* Strong background in strategizing, building and implementing transformation framework and operating models with an aim to reduce cost to serve significantly to the customers and making businesses more competitive in the market
* Proven ability in end-to-end management of assigned projects in compliance with project SLA parameters and other related protocols
* Reviewing deliverables prior to passage to clients and implementation of methodologies for enforcement of project standards. Proficient in maintaining organizational effectiveness & also in defining, delivering and supporting strategic plans for implementing information technologies
* An effective communicator with excellent relationship building & interpersonal skills. Strong analytical, problem solving & organizational abilities. Possess a flexible & detail oriented attitude

**Key Career Highlights**

* Recognized for contributions during the Covid – 19 lockdown and support provided during the Business Continuity Plan ( BCP )
* Designed e-workflow
* Designed, developed and implemented an IT inventory management and asset tracking
* Selected as a Coach to train the UAE nationals as a part of the ADNOC’s Emiratization program.
* Conduct IT orientation for new employees
* Winner of Najm Award for GDS Hub Room Relocation in 2008

**Professional Experience**

**Broadridge Financial Solution, Bengaluru | July 2017 – Till Date**

**IT Manager**

**Responsibilities:**

* Maintain high level of service support functions including the IT Service Desk, Desktop Support, Network Support and Backup operations. Responsible for internal IT operation and up keep of the complete IT infrastructure.
* Serve as a single point to contact for audit, compliance and regulatory related matters for Bangalore location.
* Responsible for the documentation related to audits and compliance
* Manage and supervise the local helpdesk operations and ensure the ITSM guidelines are adhered to and consistently meet the SLA and customer expectations
* Own the escalations process take ownership of major incidents to ensuring coordination of resolving parties, effective communication to stakeholders and post incident review.
* Inventory management, conducting annual audit of IT inventory and reconciliation
* Helped Broadridge designing and developing IT asset Management tool and handled transition from excel based IT Asset Management tool to the In-house Tool.
* Participated in site surveys to collate business requirements to be translated into current and future business expansion. Conduct feasibility studies and planning for the additional capacity. Budgeting the consumable and forecast future systems requirements based on assessments
* Plan, Monitor, control and execute the projects
* Vendor management: assessments, POC’s and onboarding
* Ensuring functionality of the AV systems throughout the facility and for Boardroom.
* Participate in leadership innovation session
* Ensuring system compliance through regular patch management and Antivirus updates and enforcement of the system policies
* Handle enterprise domain administration through AD
* Conduct IT induction session for new Joiners
* Share the operation report to the senior management for effective decision making
* Product evaluation and recommendation
* Involved in the recruitment process
* Carry out team performance reviews and guide the team towards the corporate goals and individual targets

**Abu Dhabi Company for Petroleum Oil Operations (ADCO), Abu Dhabi - UAE | Nov 2013 – May 2016**

**IT Support Analyst**

**Responsibilities:**

* Functioned as IT Support Analyst (South East Region) involved in managing day-to-day operations of the local helpdesk in compliance with ITSM guidelines & SLA parameters
* Followed up with next level or external vendors for effectively resolving escalated unresolved calls and updated KEDB for future reference
* Collaborated with the network team in evaluating LAN/WAN and troubleshooting network issues as well as managing exigent situations
* Coordinated activities related to setting up, configuring & managing network printer / MFDs on the print server, software and mobile devices ( PDA/Tables )
* Managed desktop OS image deployment / patch management through SCCM and enterprise domain administration through AD
* Conducted annual audit of IT inventory and managed printer consumables. Participated in weekly AV meetings / drills to ensure operational readiness of IT support to counter exigencies
* Worked on project related to planning, implementing, documenting and organizing end user training in the SQM region
* Participated in site surveys to collate business requirements to be translated into current and future business expansion. Maintained updated documents & procedures and organized training sessions for user groups
* Prepared & presented system analytic reports using Nexthink application to the senior management to enable effective decision making
* Rendered IT infrastructure support to rigs operational in the SE fields, managed day-to-day operational requirements in coordination with next level support team, external vendor and telecom provider
* Assisted various IT support teams in setting up new Rigs (Systems, peripherals and network infrastructure), managing Software and IT hardware upgrade projects, CPU upgrade projects
* Handled multiple project executions

**The Emirates Group | Dec 2005 – Nov 2013**

**IT Senior Support Engineer**

**Responsibilities:**

* Rendered support to Emirates Airline and Dnata town offices of Abu Dhabi & Al Ain encompassing deployment of MS Window 2003 Servers
* Conducted first level troubleshooting, set up periodic updates and patches on file and print servers including remote administration of various servers and desktops & mobile devices
* Coordinated with the network support team in troubleshooting zonal routers, setting up new routers and switches based on network design to cater to additional requirements
* Ensured 2nd level support for calls received through HP Open view and highlighted unresolved technical issue to 3rd  level support groups, external vendors and telecom service providers
* Partnered with the PMO in implementing projects related to software & hardware upgrades by setting up installation plans based on client requirements post requirement analysis and site surveys at client sites
* Assessed progress of new installations through E –Workflow. Followed up with technicians and contractors for implementing project in compliance with project SLA parameters
* Prepared & maintained updated / centralized document for various procedures & implementation
* Rendered IT infrastructure support for using Global Distribution systems marketed by Emirates Group Viz. EmQuest (Sabre GDS)

**Horizon Information Systems, Dubai-UAE (The Emirates Group) | June 2003 – Dec 2005**

**Systems Engineer**

**Client: Mercator (Emirates Group IT), Dubai, UAE**

**Responsibilities:**

* Supported the Galileo GDS and provided IT support for all the travel agencies of the Northern Emirates.
* Worked as an implementation Engineer executing product upgrade and hardware upgrade projects
* Initially deputed as an IT Support Engineer at Dubai International airport was responsible for the IT operations and project implementation.
* Coordinated and planned the execution liaising with all the stakeholders
* Schedule migration activity with zero downtime to the airport operations. Planning and scheduling the migration after testing the software in coordination with the software development team to install the various in-house developed software used in the Airline industry.
* Provide Multi-point site support to the user community in Emirates Group for all IT-related issues post migration

**Credentials**

**Education**

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| **University / Board** |
| MBA from Dayananda Sagar University – 2021 |
| Bachelor of Engineering (Electronics & Communications), Karnataka University – 1999 |
| Board of Intermediate, Andhra Pradesh - 1992 |
| Senior Secondary Certificate ( SSC ) -1990 |

**Accreditation**

* AWS, Terraform
* Agile Champion Level –I ( Indian Agile Board ) (Certificate ID: 6793488 )
* PMP Trained
* RHCE (170-020-283)
* ISMS Internal Auditor ISO/IEC 27001:2013 Certified (ENR-00351094)
* ISO 9001:2015  Certified
* ITIL Foundation
* VMware vSphere 4.1 (VCP410)
* Microsoft Share Point Server 2007
* CCNA (CSCO 310307687)
* Conflict Management
* Embracing Service Excellence
* H2S Awareness Course
* MCSE NT4.0
* MSCE 2003
* CompTIA Security +
* ISO 22301 Business Continuity Management Trained
* Workshop: Design Thinking & Innovation

**IT Forte**

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| * **Systems** | Redhat Linux 7, MS Windows 2016/2012 Server, Windows 10/7/XP, Azure, Virtualization and Cloud (AWS) |
| * **Servers & Storage** | HP/ Compaq, Dell, Fujitsu servers, Cisco UCS, EMC Networker, McAfee web Gateway, CUCM , Dell EMC Networker |
| * **Routers / Switches** | Cisco routers & Cisco switches, Zyxel, 3-Com, D- link |
| * **Audio Visual Equipment** | Polycom equipment, Projectors & AV equipment, Cisco IP Telephony, Cisco VC (SX20,SX80) |
| * **Peripheral Devices** | Tape Drives, Multi-Function Devices/Printers, Print servers, Baggage tag printers, Boarding Pass Printers, Boarding Gate Readers, TI/ Data south printers, ATB2 Printers |
| * **Mobile Computing** | Laptops, Tablets, PDAs |
| * **Software** | MS SCCM 2007/2012, Symantec Enterprise Vault, Symantec Antivirus Enterprise Edition Editions, ARC Serve, Veritas, Galileo GDS, Sabre GDS, VMWare VSphere 4.1,Remedy,HP Openview, NFS, Samba, MariaDB, Mail(Postfix), FTP, Ldap, Apache Web Server, SSH, Putty, iSCSI |
| * **Networking** | ADS, DNS, DHCP, TCP/IP, Remote access, IPV6, Network Teaming/Bonding |

**Personal Details**

* **Date of Birth :** 20th February 1974
* **Nationality :** Indian
* **Passport Details :** Z3284464 valid till 2026
* **Marital status :** Married
* **Notice Period : Available Immediately**
* **Permanent Address:** HNo:12-13-35/1,Street No: 5,Tarnaka,Secunderabad, Telangana, India -500017

**~ References Available Upon Request ~**