Anand Raj Panangat

IT MANAGER / HEAD OF IT / SENIOR SYSTEM & NETWORK ADMIN

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Professional Highlights

A strategic Technology Leader bringing 29 years of IT industry experience (20 in the Dubai/Abu Dhabi, 9 in India) with a strong focus on modern infrastructure and security. Proven ability in the complete project lifecycle – encompassing Planning & Design, Implementation & Management – of sophisticated Cloud environments (Azure, AWS, Google Cloud), advanced VMware Cloud & Virtualization computing, and resilient physical LAN and WAN technology solutions. Key strengths include integrating comprehensive cybersecurity measures and performing rigorous Vulnerability Assessment and Penetration Testing (VAPT) to safeguard critical IT assets.

Experience

Head of IT, Cybersecurity & VAPT   Apr 2024 – Feb 2025
SINNONTEQ, Kerala, India

- Led the IT Cybersecurity and VAPT (Vulnerability Assessment and Penetration Testing) departments at Sinnonteq, ensuring robust security measures and IT infrastructure.
- Conducted regular vulnerability assessments and penetration tests, identifying, and mitigating potential risks.
- Led VAPT efforts for a **Qatar-based healthcare group, Naseem Healthcare**, ensuring the identification and resolution of vulnerabilities to protect critical healthcare data and infrastructure.
- Provided expert guidance and training to staff on cybersecurity best practices, enhancing organizational awareness and resilience.

Senior IT Manager & AGM – IT   Nov 2019 - July 2022
DREAMSOUQ, Kozhikode, India

- **Strategic IT Leadership:** Champion IT strategy aligned with business goals, driving digital transformation and innovation.
- **Operational Excellence:** Oversee IT infrastructure, systems, and support, ensuring high availability, security, and efficiency.
- **Team & Talent Management:** Lead, mentor, and develop IT teams, fostering a high-performance and collaborative culture.
- **Project & Portfolio Management:** Manage and deliver complex IT projects and initiatives on time and within budget.
- **Financial & Resource Management:** Develop and manage IT budgets, optimizing resource allocation and controlling costs.
- **Stakeholder Collaboration:** Partner with business leaders to identify technology needs and deliver effective solutions.
- **Policy & Governance:** Establish and enforce IT policies, procedures, and security protocols, ensuring compliance.
- Implemented and managed system and network security measures, reviewing violations of IT security procedures and taking corrective actions to prevent recurrence.
- Led the project management and delivery of data security projects, from planning to execution, monitoring, and successful completion.
- Monitored system performance and identified are as for improvement, proactively implementing measures to optimize performance and enhance user experience.
- Oversaw day-to-day IT operations, including end-user support, WAN, LAN, and VPN connectivity, IP telephone systems, backup and recovery, enterprise threat management, and DR operations.

Skills

- TECHNICAL PROJECT MANAGEMENT
- COMPLEX PROJECT & PROGRAM LEADERSHIP
- BUSINESS CONTINUITY MANAGEMENT
- DISASTER RECOVERY PLANNING
- INFRASTRUCTURE PLANNING AND DESIGN
- CORPORATE STRATEGIC PLANNING
- KEY STAKEHOLDER RELATIONSHIP
- BUSINESS ANALYSIS AND REPORTING
- STRATEGIC PLAN DEVELOPMENT
- CROSS FUNCTIONAL COMMUNICATION
- BUDGET CONTROL
- CONTRACT NEGOTIATION
- COST SAVINGS
- PRODUCT LIFECYCLE MANAGEMENT
- WORKFLOW MANAGEMENT
- PROCESS IMPROVEMENT
- PERFORMANCE APPRAISAL
- TRAINING & DEVELOPMENT
- INTEGRATION TESTING
- LOAD BALANCING
- NETWORK SECURITY DEVELOPMENT
- FIREWALLS AND ENDPOINT SECURITY
- Effective Communication
- Problem-Solving and Critical Thinking
- Change Management
- Conflict Resolution
- Adaptability and Flexibility
- Innovation and Creativity
- Vulnerability Assessment and Penetration Testing
- Cybersecurity and Information Security Protocols
- Technical Troubleshooting and Problem-Solving

Senior IT Manager & CISO   Feb 2017 - Jul 2018
UNIVERSAL HOSPITAL Group, Abu Dhabi, United Arab Emirates

- Developed and implemented comprehensive IT policies and procedures, ensuring adherence to industry standards and regulatory requirements.
- Monitored system performance and conducted regular assessments to identify areas for improvement, resulting in enhanced efficiency and productivity.
- Implemented and managed robust system and network security measures, effectively safeguarding sensitive data and mitigating potential risks.
- Reviewed violations of IT security procedures and engaged in constructive discussions with violators to prevent recurrence and promote a culture of compliance.
- Evaluated emerging trends in information technology and recommended upgrades or improvements to enhance organizational capabilities.
- Coordinated disaster recovery plans to minimize downtime during system outages or malfunctions, ensuring business continuity and data integrity.

IT Manager   Jan 2014 - Jan 2017
CREATIVE Group, Dubai, United Arab Emirates

- Planned, designed, implemented, and managed all IT infrastructure and projects within the group of companies, ensuring seamless operations and optimal performance.
- Created clear and concise documentation for software, hardware, and network configurations, facilitating ease of understanding and future reference.
- Established robust security protocols to safeguard data from unauthorized access or modification, ensuring compliance with industry standards.
- Developed and implemented IT policies and procedures, ensuring adherence to industry standards and best practices.
- Managed the installation, configuration, maintenance, and troubleshooting of network systems, ensuring uninterrupted connectivity and seamless operations.

Senior IT Administrator (Network & Security)   Jun 2006 - Dec 2013
WORKZ Group, Dubai, United Arab Emirates

- Installed, configured, and maintained hardware, including servers, computers, and printers, ensuring optimal performance and functionality.
- Managed and maintained the organization's network infrastructure, including routers, switches, firewalls, and wireless access points, ensuring secure and reliable connectivity.
- Created and managed user accounts in Active Directory, assigning appropriate permissions and ensuring efficient user management.
- Monitored system performance to proactively identify and resolve issues, ensuring optimal availability of services
- Implemented regular backups of critical systems using backup software tools, ensuring data integrity and disaster recovery preparedness.
- Managed virtual machines running on the Hyper-V platform, including creating snapshots for quick recovery from errors or failures.
- Performed periodic maintenance tasks, such as disk defragmentation and virus scanning, to ensure system performance and security.
- Maintained disk storage by verifying and preserving terabytes across physical locations, ensuring data availability and integrity.
- Monitored network performance and made necessary adjustments to optimize performance and ensure smooth operation.

Education

BACHELOR OF SCIENCE (B.Sc.) – INFORMATION TECHNOLOGY: 2006 - 2011
Annamalai University, Annamalai Nagar Chidambaram, Chennai, India

Certifications & Training

Pursuing Training & Certifications

- **2023**: **AI Mastery Program**
- **2023**: PMP **Project Management Fundamental** Concepts
- **2023**: **Prince2 Certification – foundation**
- **2023**: CISSP - Certified Information Systems Security Professional

AWS

- **Oct 2024**: **AWS Elastic Load Balancing Essentials**

Azure Cloud Training & Certification

- **Mar 2019**: **Microsoft Azure Fundamentals**
- **Mar 2019**: **Microsoft Certified: Azure Administrator Associate**

EC-Council Certification

- **May 2008**: CEH (**Certified Ethical Hacker**) (Training & Certifications)
- **May 2008**: CHFI (**Computer Hacking Forensic Investigator**) (Training & Certifications)

Citrix XenApp

- **Jan 2013**: **Citrix Certified Administrator for Citrix XenApp** 6V

VMWARE Certifications

- **Jun 2009**: **VMware vSphere ICM** (Install, Configure, Manage) Course VCP Certification
- **Sep 2010**: **VMware Infrastructure 4.1**: Install and Configure V4.1
- **Sep 2010**: **VMware Site Recovery Manager**

CISCO Certifications

- **Sep 2010**: CCNA (**Cisco Certified Network Associate**) (**Renewed**)
- **Sep 2010**: CCNA (**Cisco Certified Network Associate**) (Training & Certifications)

ITIL V3 Foundations

- **Sep 2009**: **ITIL 3 Foundation**

Microsoft Certifications

- **Oct 2003**: **Microsoft Certified Professional**
- **Oct 2007**: **Microsoft Certified System Administrator**

Network Admin. & Technical Supervisor (Media)   **Jun 2002 - Jun 2006**
Global Business Services Group, Abu Dhabi, United Arab Emirates

- Developed and implemented technical processes to ensure efficient operations, resulting in improved productivity and streamlined workflows.
- Resolved customer issues in a timely manner, utilizing strong problem-solving skills to provide effective solutions and maintain high levels of customer satisfaction.
- Monitored the performance of technical equipment and systems, promptly troubleshooting and resolving any issues to minimize downtime and ensure smooth operations.
- Implemented changes and improvements to enhance operational efficiency and customer satisfaction, resulting in increased productivity and improved service delivery.
- Provided guidance and support to team members for complex tasks related to technology use, fostering a collaborative and supportive work environment.
- implementing necessary measures to ensure data integrity and protect against potential threats.
- Assisted in the development of IT policies, procedures, and standards, ensuring adherence to best practices and compliance with industry regulations.

System Administrator   **Jun 2000 - May 2002**
Arabian Oil, Dubai, United Arab Emirates

- Configured and maintained system hardware, software and network components. Installed, tested and evaluated new systems, applications and patches
- Monitored system performance to ensure optimal operations and identified potential issues. Created user accounts and managed access rights for users.
- Implemented security measures such as firewalls, antivirus programs.
- Set up user accounts, permissions and passwords and defined network policies and procedures.
- Improved job tasks and mentored junior team members on best practices and standards. Monitored application and print servers, rapidly responding to faults and malfunctions.

Chief Technical Support Engineer   **Oct 1998 - May 2000**
Micro Pro Computers, Dubai, United Arab Emirates

- Provided expert technical support to customers, troubleshooting and resolving hardware and software issues promptly and effectively.
- Configured, maintained, and monitored computer systems, ensuring optimal performance and minimizing downtime.
- Installed and tested operating systems, applications, updates, patches, and service packs, ensuring smooth and secure system operations.
- Diagnosed and resolved network connectivity problems, including router configurations, IP addressing, and DHCP server setup, ensuring uninterrupted network access for users.
- Conducted thorough research on technical products, staying updated with the latest advancements, and making informed recommendations to customers.

Engineer Sales& Services (Customer Support)   **Aug 1995 - Sep 1998**
DIGICOM InfoTech, Kozhikode, India

- Provided exceptional customer support and sales services, recommending utility and energy services to minimize carbon footprints and meet customer needs.
- Maintained consistent formatting and tense usage throughout all documentation and reports, ensuring clarity and professionalism.
- Avoided technical jargon, explaining complex engineering concepts in a manner easily understood by customers and colleagues.
- Carefully proofread all documents and reports, ensuring accuracy and error-free presentation.

- **Oct 2007**: **Microsoft Certified System Engineer**
- **Oct 2007**: **Microsoft Certified System Administrator Messaging**
- **Oct 2007**: **Microsoft Certified System Engineer Messaging**

Personal Information

- Date of Birth: 03/28/1972
- Gender: Male
- Passport No.: C 1889277
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Driving License

- UAE Driving License (No.917472)

Languages

- English
- Hindi
- Malayalam
- Tamil

Extracurricular Activities

- **Track record of 53 hours non-stop Roller Skating** in the year 1995
- Past Roller-Skating Coach (Indian Roller-Skating School, New Delhi. & Kozhikode District Roller Skating Association, Kerala)
- Past Joint Secretary of Rotaract International (Youth Association of Rotary international)

Social Media

http://ca.linkedin.com/in/anandrajpanangat
https://anand.panangat.com

TECHNICAL KNOW HOW

MS Server: 2003,2008, 2012, 2016, 2019

Linux: Ubuntu, Debian, Kali, CentOS, Red Hat

DevOps: Docker, Kubernetes, Prometheus, Kibana, Elasticsearch

Email: Microsoft 365 Solutions Enterprise Mobility

Cloud: Azure, Linode, Backblaze, Gcloud, AWS Encryption: Gemalto Thales Luna

Accomplishments

DREAMSOUQ

- 2022 – Obtained high network security by adding and upgrading new security devices and features.
- 2021 – Implemented new backup strategy and network monitoring systems. Upgraded the Network Systems to the latest Operating System.
- 2020 – Worked from office during the pandemic season, planned & implemented hybrid system to facilitate the situation and was able to satisfy licensing requisites.

UNIVERSAL HOSPITALS - in 7 Emirates, UAE

- 2018 - Successfully managed budget of AED 600000, which was estimated up to AED 2.5 million by external company.
- 2018 – Successfully implemented Global Cloud-Based Endpoint Security 6 Sites, 1000 Devices.
  2018 - Designed, Implemented DR Site for Complete Hospital Information System. It includes Oracle Db Live Backup / Replication to DR Site EMR (Electronic Medical Record) LIS (Lab Information
- System) RIS (Radiology Information System) ERP (Enterprise Resource Management) PIS (Pharmacy Information System) CRM (Customer Relationship Management) HRMS (Human Resource Management System)
- 2017 – Successfully implemented Global IP Plan, Global Active Directory for entire Group (6 Site, 2000+ Users, 1800 Security Groups, 600+ Group Policy)
- 2017 – Successfully implemented a Global Directory File structure

CREATIVE GROUP - DUBAI, UAE

- 2016 – Implemented Server and Storage migration & upgraded the Systems and Active Directory with latest Server Operating System without any downtime.
- 2015 – Company started sim card manufacturing wherein I was responsible for entire network system setup & administration.
- 2014 – Obtained MS Azure Office 365 package license for the company and migrated user's mailbox to Azure cloud.

WORKZ GROUP, DUBAI, UAE

- 2013 – Designed and Implemented new Highly Secure Infrastructure Scratch Card Production factory moved from Airport Free Zone Office to IMPZ Office without affecting the business and Just 30Mins downtime.
- 2013 - Implemented network with VMware Virtual environment, Microsoft/Linux OS, Citrix XenApp Application virtualization, Exchange Mail Server, firewall, spam filtering, AV, VPN, network & monitoring, SQL Db, Oracle Db, File Storage, Secure IP CCTV network, IP PABX, Access Control System, Intuit Alarm System, Fire protection system & Uninterrupted Power protection system all in 2 months' time
- 2010 – Managed and lead ISO certification process team and ensured the ISO 27001 certification.
- 2010 - Revamping enter physical network to VMware Virtual environment without downtime (Domain Controllers, Exchange Server, SQL Db Server, Oracle Db Server, WEB Portal)
- 2008 - Revamping Infrastructure network (Changing enter Switches to Giga connective VLAN Routing with port wise authentication)
- 2008 - Investigating & Generating Forensic Evidence of E-mail Fraud, FTP access, File Transfer of EX-Employees

Summary

Every project is treated with the highest degree of professionalism & executed to the complete satisfaction of the customers, I would like to work with demanding & challenging projects with a lot of learning involved in new areas, which will get me a better exposure towards the client/server-based system. A cordial working environment helps in giving better output.
I hereby declare that the information furnished above, are true to the best of my knowledge and belief.

Switches: Cisco, HP/Aruba, D-Link

Wireless Technology: Ubiquity, Aruba, Sophos

Project Management: MS Project, Jira, Trello, Zoho Projects

Firewalls: Cisco, Fortigate, Sophos, SonicWALL

Storage: NetApp, IBM, HP MSA, Synology, QNAP, Nutanix

Virtualization: VMware, vSphere, VirtualBox and Hyper V

Backup: Veeam, Symantec, Commvault, Acronis

Monitoring: Manage Engine Solutions, PRTG, Nagios, Zabbix, ZenOSS

VAPT: Nessus, ZAPProxy, Metasploit, Qualys Guard

Cyber Security: crowdstrike falcon, Bitdefender GravityZone,

Active Directory: MS Server 2003, 2008, 2012, 2016, 2019

ERP Solutions: IFS, Quickbooks, NetSuite

Fileserver Management: Cloudberry, Netwrix

CRM: Salesforce, Goldmine

Web Hosting: Network Solutions, Godaddy, Cloudflare

IPABX: Avaya, D-Link, Yealink, 3Com

Ticketing System: Kayako, Jira, Odoo, Spiceworks

Surveillance: Axis, Bosch, Pelco, HikVision, Honeywell, Panasonic

References

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- More references available upon request.