**Ashok Potluri**

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| **IT Management Profile**  IT Sector |

**Dynamic IT Manager with of 14+ years of experience in IT Functions**

**Profile Highlights**

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| * **Superior record of steady career progression over 18 years in IT,** mirrors underlying commitment to deliver robust, customer-responsive services and projects in deadline- and task-driven environments. * Commonsense approach **and “big-picture” vision** are hallmarks of a **consensus-driven leadership style** that encourages problem ownership and empowers staff to brainstorm solutions. * Respected for **troubleshooting acuity and capacity to think “outside the square”** for more effective outcomes. * Independent work habits, **intuitive business sense, and an instant grasp of new technologies** underpin dedication to steer streamlined operations within a cost-effective and productive IT function. * Experience in **installing, maintaining, and troubleshooting communications** and encryption systems. * Adept in **establishing solid business relationships to ensure continuity in operations and optimal learning** and support**.** * Possess **exemplary skills in written and verbal communications**, time management, organization, and departmental operations. * Reputation for **ability to interact easily with team members of diverse backgrounds,** cultures, and professional and technical levels. * Able to **build and foster proficient workplace environment**, through application of proactive management techniques in world-class organizations. |

**Competencies**

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| * MS Windows 2008/2003/2000/NT4 Server, Exchange Server 5.5/2k, 2003, 2007,2010, IIS Server administration, Active Directory & ISA server accounting and administration * Configuration and maintenance of SQL Server 2000, 2005,2008 * ERP- Microsoft Dynamics, SAGE Accpac, Focus * Cisco & Juniper Firewall, Switches and Routers * HP & IBM, Dell servers and Blade centers * HP & IBM SAN Storage * VMware & Hyper V technologies * Blackberry Enterprise server Technologies * SUS and WSUS technologies * Citrix and VPN based mobile/remote computing solutions, pcanywhere, dameware * Installing & Administering Microsoft SharePoint server | * Primavera Contract Management * Operating System: Linux, Mac, MS Windows win8. win7, XP/2000/NT/9X desktop/workstation * Backup management tools: Symantec’ Backup Exec, BrightStor ARCserve Back Up * Network: TCP/IP Ethernet Networking, DNS, DHCP and static IP addressing, Wireless Networking * Engineering software: AutoCAD, ADT, Revit, Micro station, 3ds Max * Trend Micro Client Server Messaging Suite, Web Trends Professional Web Statistics Reporting Suite * Graphics software : Adobe Photoshop, Image Ready, Corel Draw, Paint Shop Pro * Administering Avaya Media Gateways G350 and IP Office series |

**Certifications**

* MCSE (Microsoft Certified Systems Engineer) 2000 and 2003 Track
* MCSA (Microsoft Certified Systems Administrator) 2000 and 2003 Track
* MCDA (Microsoft Certified Database Administrator) 2000 Track
* CCNA (Cisco Certified Network Associate) from Almoayyed Institute of Technology
* ITIL foundation Certification

**Career Graph**

* **Diyar Al MUHARRAQ, Bahrain**

**IT Manager (Nov 2016 to current)**

* Head the IT department and channel training and mentoring sessions for the new IT recruits.
* Instrumental in maintaining an organized, stable and secure operating environment for all network, software applications and telecommunications system used by the company.
* Faster effective project management principles and best practices to identify, launch, implement and monitor IT projects including software applications.
* Streamline quality process initiatives throughout infrastructure project lifecycles.
* Facilitate evaluation of the emerging technologies to ensure information is used for business and operational requirements.
* Ascertain ICT facilities meet the requirements of the organization and that of employees.
* Proactively, responsible for backup of the company’s files, emails including providing backup plan and restoration of data plan.
* Orchestrate the process of Geographical Information System (GIS) to ensure that contents and maps are up to date at all times.
* Implemented the project management tool Scenario for projects on site.
* Administer the maintenance of a highly efficient and effective microwave link between both sales and site office to ensure suitable bandwidth of network usage.
* Hold multifaceted responsibilities like providing administration, maintenance and support for the company’s software applications, telecommunication equipment’s and network infrastructure which minimizes office and business interruptions both at the main office and site office.
* Formulate IT Budgets for the organization and system/network documentation, SOP’s and IT policies.
* Successfully deal with vendors for quotation, purchase orders and after sales follow-up.
* Implemented Dynamics 365 CRM & ERP Applications and maintain network security policy, address server security issues and apply appropriate security patches and upgrades.
* Steer the process of recommending, evaluation, purchase and maintenance of inventory for IT assets.
* **Bahrain Bay Development, Bahrain**

**IT Manager (Feb 2011 to Nov 2016)**

* Head the IT department and channel training and mentoring sessions for the new IT recruits.
* Instrumental in maintaining an organized, stable and secure operating environment for all network, software applications and telecommunications system used by the company.
* Faster effective project management principles and best practices to identify, launch, implement and monitor IT projects including software applications.
* Streamline quality process initiatives throughout infrastructure project lifecycles.
* Facilitate evaluation of the emerging technologies to ensure information is used for business and operational requirements.
* Ascertain ICT facilities meet the requirements of the organization and that of employees.
* Proactively, responsible for backup of the company’s files, emails including providing backup plan and restoration of data plan.
* Orchestrate the process of Geographical Information System (GIS) to ensure that contents and maps are up to date at all times.
* Involved in the maintenance of Primavera Contract Management server.
* Administer the maintenance of a highly efficient and effective microwave link between both sales and site office to ensure suitable bandwidth of network usage.
* Hold multifaceted responsibilities like providing administration, maintenance and support for the company’s software applications, telecommunication equipments and network infrastructure which minimizes office and business interruptions both at the main office and site office.
* Formulate IT Budgets for the organization and system/network documentation, SOP’s and IT policies.
* Successfully deal with vendors for quotation, purchase orders and after sales follow-up.
* Supervise CRM & ERP Applications and maintain network security policy, address server security issues and apply appropriate security patches and upgrades.
* Steer the process of recommending, evaluation, purchase and maintenance of inventory for IT assets.
* **MSCEB, Manama, Bahrain**

**IT Manager (May 2007 to Jan 2011)**

* Head the IT department and reported to the Vice President and Executive Director.
* Instrumental in designing, maintaining and administering two branch offices.
* Fostered identifying new technologies and implemented the same for office use.
* Formulated IT Budgets for the organization and system/network documentation, SOP’s and IT policies.
* Successfully dealt with vendors for quotation, purchase orders and after sales follow-up.
* Handled issues related to LAN and WAN and involved in the management of Blackberry Enterprise server set up.
* Established the Network Infrastructure for the company by building Intel based Servers and Workstations.
* Streamlined the existing IT infrastructure and successfully maintained network security policy, addressed server security issues and applied appropriate security patches and upgrades.
* Steered the process of recommending, evaluation, purchase and maintenance of inventory for IT assets.
* Catered to the issues related to Helpdesk administration.
* **MSCEB, Manama, Bahrain**

**Senior Systems Administrator, 2003 – April 2007**

* Leading the team
* Migrated Exchange 2000 to Exchange 2003 with OWA.
* Work in sync with Managers from other departments for studying and implementing new technologies in office.
* Interface with vendors for Quotation, Purchase Orders and after sales follow-up.
* Preparing system/network documentation, SOP’s and IT policies
* Administering and maintaining LAN and WAN.
* Setting up the Network Infrastructure for the company by building Intel based Servers and Workstations.
* Installing and configuring Windows 2000 Servers, Microsoft Exchange Server 2000, Microsoft ISA Server 2000, with Windows 2000 Active Directory with redundant Root domain and Child Domain Controllers in one forest and under one tree for two domain structures.
* Installed and configured MS SQL Server 2000 & 2005 Enterprise.
* Working on the Migration Project. Migrating the Existing Windows 2000 Domain to Windows 2003
* Developed the company’s Website with team members.
* Maintained network security policy, addressed server security issues and applied appropriate security patches and upgrades
* Recommended, evaluated, purchased and maintained inventory of IT assets
* Purchased software licensing and tracked licensing compliance
* Developing CAD standards and supporting users on the CAD Software.
* Undertake training programs for the company Staff on various applications like MS Office and Engineering solutions like AutoCAD, ADT, Windows technologies.
* **MSCEB, Manama, Bahrain**

**Systems Administrator, 2000 – 2003**

* Administered Windows NT 4.0 Domain of companies.
* Actively involved in the Migration projects of Novell Netware 4.0 to Windows NT 4.0
* Part of migration team that migrated Windows NT 4.0 to Windows 2000 Domain.
* Assisted the Senior Systems Administrator in planning the resources and project implementations.
* Installed and maintained File and Print Servers.
* Supported clients for desktop problems such as, email setup and configuration, printer Installation on LAN and new desktop and laptop setup and configuration.
* Provided support to clients for IP addresses configuration, Network setup and connectivity.
* Maintained system backups and performed system/file restorations on Windows systems.
* **Technical Support Professional, 1997 – 2000**

**InfoTech Enterprises Ltd, Hyderabad, India**

* Supported clients on Autodesk & Micro station Products
* Supported clients for desktop problems such as, email setup and configuration, printer installation on LAN and new desktop and laptop setup and configuration.
* Provided support to clients for IP addresses configuration, network setup and connectivity.
* Interacting with Client representative; shared the data using FTP.

**Previous Assignment**

* **InfoTech Enterprises Ltd, Hyderabad, India**

Technical Support Professional (1997 to 2000)

**Education**

* **B.Sc in IT** from Sikkim Manipal University, India
* **PG Diploma in Computer Applications** from WOTEC
* **Diploma in Mechanical Engineering** from Board of Technical Education, Bangalore
* **Diploma in Information Technology** from Sikkim Manipal University, India

**Date of birth**: 31st Aug 1978; **Languages Known:** English, Hindi, and Telugu