

GAURANG DHANAK

Team Leader - System Admin



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Professional Summary

Experienced IT Manager with more than 13 years of progressive experience in overseeing and growing IT infrastructure, cloud platforms, and cybersecurity projects across healthcare, financial, and technology industries. Recognized for strategic vision, technical hands-on skills, and the capacity to harmonize IT initiatives with business objectives. Skilled at driving cross-functional teams, overseeing complex projects, and creating secure and high-performing IT infrastructure. Documented achievement in incident response, system hardening, automation, and cost-efficient IT operations.

Core Competencies

- IT Strategy & Risk Management
- Remote Infrastructure Management
- ISO 27001 / HIPPA / GDPR Compliance
- Cloud Platforms: AWS | Azure
- Budgeting & Financial Planning
- People & Performance Leadership
- Technical Expertise | Maintenance Planning
- Innovation & Emerging Tech Integration
- Business Continuity & Disaster Recovery
- Cybersecurity Leadership & DLP Frameworks
- IT Infrastructure & Data Center Management
- ITIL Service Delivery
- Vendor & SLA Management
- Stakeholder Management & Executive Reporting
- Cross-Functional Team Leadership

Skills

- **Security & Compliance:** Access Control, DLP (Intune / MDM), AV, Patching, and Compliance of ISO 27001:2013, ISO 27001:2022, ISAE 3402 Soc1 type II, HIPPA, DORA, GDPR.
- **Project Leadership:** Budgeting, Strategic Planning, Cross Functional Team Management, Training & Mentorship, Team Building.
- **Datacenter Mgmt:** Server mgmt, Storage Configuration, Health Monitoring, Access Management, Cyber Security, Backup & Recovery, Change mgmt, Risk mgmt, Incident mgmt, Capacity planning.
- **Infrastructure:** On Prem AD, Azure AD, DNS, DHCP, File Server, SharePoint, M365, M365 Co-Pilot, M365 Co-Pilot Studio, DLP, Antivirus, Device Encryption, Backup, Patching, & VAPT.
- **Platforms & OS:** Windows server 2008 to 2022, RHEL 7 to 9, Ubuntu 18 to 20, CentOS 7 to 9. Virtualization platforms like VMware & Citrix.
- **Cloud & Automation:** AWS services like IAM, EC2, S3, VPC, Route 53, Cloud Watch, Cloud Trail, ALB, ELB, Etc. and Azure services like VMs, Blob Storage, VNet, ADNS, Azure Monitor, ALB, AAG, IPM, etc.
- **Networking & Storage:** Firewall Configuration, SAN switch config, Cisco Router, L2 Switches, Wi-Fi routers, AP Gateways, SAN Storage, NAS Storage, iSCSI storages

WORK EXPERIENCE

Ace Software Solutions India Pvt. Ltd.

Team Leader (Apr 2022 - Present)

System Administrator (Aug 2019 - Apr 2022)

- Managed 24x7 enterprise on-premise datacenter and remote US and UK datacenters' high availability, performance, and disaster recovery capability.
- Managed network security architecture and endpoint security with FortiGate Firewalls and FortiEMS.
- Administered and monitored enterprise-level physical server infrastructure (Dell iDRAC, HP iLO), with hardware lifecycle optimization.
- Managing a virtualization infrastructure with VMware vSphere (ESXi, vCenter) that hosts over 2,000 VMs, while ensuring uptime, host utilization, and optimal performance of the VMs.
- Managed configuration, optimization, and performance tuning of SAN switches, enterprise SAN storage, and NAS appliances for business-critical data access.
- Led a team of five system administrators to provide Tier 1, 2, and 3 support, proactive server monitoring, and exceptional IT services to over 300 end-users across various locations.
- Good hands on with ITIL-aligned Change Management, Risk Management, and Incident Management processes, utilizing JIRA for workflow automation and ticketing.
- Provided weekly SLA dashboards and monthly operational performance reports to executive stakeholders, ensuring transparency and ongoing improvement.
- Enforced a monthly patch management lifecycle for servers and endpoints, enhancing security compliance posture and audit readiness.
- Managed enterprise AV and endpoint protection platforms, protecting infrastructure from malware, ransomware, and insider threats.
- Configured and deployed Endpoint Data Loss Prevention (DLP) policies through Microsoft Intune and Mobile Device Management (MDM) to secure data for BYOD as well as corporate devices.
- Operated SharePoint Online environment for company intranet solutions, including managing permissions through Azure Security Groups.
- Managed Microsoft 365 services such as Exchange Online, Teams, OneDrive, SharePoint, Entra ID (Azure AD) for OAuth/SAML integrations, and recently added AI tools such as Copilot and Copilot Studio.
- Coordinated ISO 27001:2022 evidence preparation, preparing weekly, monthly, quarterly, and yearly compliance reports for audits and certifications.
- Led capacity management projects, forecasting resource requirements and planning IT growth to match organizational growth plans.
- Created and controlled yearly IT budgets, ensuring cost-effectiveness and projecting resource expenditures.
- Served as the last point of escalation for high-priority issues, resolving high-severity incidents and maintaining service continuity.
- Managed team appraisals, individual development plans, and crafted training programs for technical staff upskilling.
- Developed team-building culture, enhanced retention, collaboration, and cross-functional IT operations effectiveness.
- Collaborated with business units to learn about new requirements, created end-to-end technology architectures, and effectively delivered solutions.
- Performed Proof-of-Concept (POC) assessments for future technologies, ensuring informed IT investment decisions.

Southside Medical Services LLP.

Subject Matter Expert (Jan 2019 - Aug 2019)

IT Associate (Aug 2015 - Dec 2019)

- Working in 24x5 Shift to manage complete IT infrastructure of India & US Office.
- Installing, Managing & Troubleshooting ESXi Hosts, VCenter, & VMs.
- Deploying virtual servers using template and cloning of virtual server.
- Providing and maintaining user access in vCenter server and maintenance of vCenter server.
- Performing snapshot, & Managing Snapshots for vms.

- Responsible for creating-managing users & groups, assigning permissions rights, Profiles, and Policies in organization.
- Planning and implementing Backup and Recovery procedures.
- Schedule, manage incremental & Full Backup of virtual servers to NAS/SAN storage.
- Ensuring security of IT environment through McAfee products like Agent, DLP, SAE, & VSE.
- Regular check for update and functionality of McAfee products.
- Discuss with the Top Management about new changes in Operations with respect to IT, Plan accordingly and implement it on time.
- Troubleshoot backup related issues and have a close eye on server health regarding CPU, Memory & Storage.
- Having an Expert level of Knowledge on MS Excel with a semi-advanced grip on VB Scripts.
- Handling Escalated issues and provide updates to respective managers.
- Providing Daily, weekly & Monthly reports to stakeholders.
- Hands on experience on Azure Cloud for creating VMs, Datastore & VLan.

Future Focus India Pvt. Ltd.

System Administrator (May 2014 - Aug 2015)

- Provide support to VIP and VVIP users.
- Having knowledge of MAC systems.
- Managing Active Directory content:
 - Managing User accounts, Computer accounts, and Security groups.
 - Creating, viewing, modifying various active directory objects.
 - Managing Group Policy Object (GPO) links in OU hierarchy.
 - Adding and removing domain controllers.
- Working on McAfee Encrypted Assets:
 - Adding to encryption & decryption of any laptop Lockout issue in encryption
- Installing, Configuring and administering Windows-based Services DNS, DHCP, ADS servers.
- Proactively monitoring & administering production and development servers.
- Work with the Data Network Engineer to monitor the integrity and system reliability and traffic patterns of the ISP, and Campus networks.
- Document server configurations, and scripts, and all other relevant information in a repository to share information.
- Perform other duties and responsibilities as required to fulfill job function or as assigned.

India Property Pvt. Ltd.

System Administrator (Oct 2013 - May 2014)

- Solely responsible for all IT related issue across 3 locations (Mumbai, Thane & Pune).
- Handling Servers like DHCP, DNS, Bio-metric and Voice Logger.
- Enabled proper restrictions on the websites through Squid, IP Table.
- Proactively monitoring servers. Preparing Health report and sending it to all stakeholders.
- Configured PF Sense as virtual firewall and enabled load balancing.
- Provide support to all the users in ROM remotely.
- Keeping asset track and updating it on regular basis.
- Vendor Coordination, Handling escalations of the user without any superior support & try to resolve within SLA.
- Providing support to VIP users.

IMSI India Pvt. Ltd.

Desktop Engineer (Feb 2012 - Oct 2013)

- Providing technical support to 15 Major Processes among 8 centers (Almost > 1000 Systems).
- Troubleshooting issues with Win XP / Vista / Windows 7 / Server 2K3 & Server 2K8.
- Assembling PC and installing required software for the end user.
- Having knowledge of remote software like Altiris, Team viewer & Ammyy Admin.
- Maintain Company's INFOSEC (security) policy.
- Taking care of escalation by doing follow-ups with the help of escalation matrix and providing an update to SDMs.
- Provide training and support to new joiners in the team.
- Doing Incident Management for production Impacted issues.

Education

MBA (IT) - D. Y. Patil Online University

B. Sc. IT - Carolx Teachers University

Certifications & Training

- **ITIL Foundation 2013:** Passed ITIL 2013 Foundation Exam.
- **vSphere 6.5 Administration:** Passed Vmware VSphere 6.5 Server Administration exam.
- **Azure 70-533:** Passed exam Implementation of Azure Infrastructure.
- **Fortinet NSE3:** Cleared NSE1, NSE2, & NSE 3 Certification of Fortinet.
- RedHat Linux 6.0 Professional Training.
- Advanced Macro Course & Certification
- Kubernetes
- AWS

Achievements & Awards

- Successful transition from ISO 27001:2013 to ISO 27001:2022 Audit certification.
- Consecutive 4 years of 100% compliance in ISO27001 & ISAE 3402 SOC 1 type 2 Audit.
- Best Performer Award 2021
- Best Team Award in 2020

Languages

- Gujarati
- English
- Marathi
- Hindi