

Gaurav Gupta

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CAREER OBJECTIVE

Seeking Senior-level leadership assignments in the techno-management arena of IT and infrastructure Operations and Technical / Project Management in an organization of high repute, while integrating technical expertise and leadership skills to drive organizational performance to world-class levels.

PROFILE SNAPSHOT

- ð **MBA (IT)** from Punjab Technical University, Graduated from Kanpur University B.sc (Math), **CISM, CRISC, MCSA, MCP, Azure administrator and ITIL** with over **17+ years of experience** in Information Security IT Compliance, systems Administration, Technical expertise in Implementation, IT Operations, and Maintenance functions IT Operation, and Business **ERP (SAP ECC and HANA S4)** maintenance in multi-platform environments.
- ð Adept in analysing information system needs, e.g., **IoT and Industrial automation v4**, and evaluating end-user requirements, custom designing solutions, and troubleshooting for complex information systems management.
- ð An effective communicator with strong relationship-management skills, able to engage with customer management and connect with people at all levels of business and leadership, with significant experience collaborating with steering committees and fellow project managers.
- ð **Complete knowledge of Cisco Certified Network Associate (CCNA), certificate in ITIL V3 in 2016 ID-IT080256TH.**
- ð Certified Information Security Manager (**CISM**) and **CRISC** (Certified in Risk and Information Systems Control) **from ISACA.**
- ð **Azure administrator** and **O365 Security administrator** and **Microsoft Security, Compliance, and Identity Certification.**
- ð **ISO 27001:2022, ISO277001:2022 Certified ISO Lead Auditor and Implementor (GVQA)**
- ð **SOC-1, and 2 (AICPA) Type- II, GDPR, DDPD Act** Implementor in Current Organization.

AREAS OF EXPERTISE

- ü **Leadership / IT Team management: -**
 - Team planning & and recruitment, work delegation, motivation, conflict resolution, performance tracking, and performance evaluation & and appraisals.
 - Implementing strategies for building team effectiveness by promoting a spirit of cooperation between team members; monitoring performance & and providing feedback on areas of improvement.
 - Determining the training needs of employees and conducting suitable training programs to enhance their operational efficiency leading to increased productivity.
- ü **IT Operations / Service Delivery Management: -**
 - Analysing business needs and taking initiatives to establish robust IT and network infrastructure including provisioning of all Servers, Business applications, and hardware and software services.
 - Maintaining updated documentation for current IT Technology Infrastructure, hardware, and software configurations, and for proposed future installations & and modifications to the current environment.
 - IT Policies, third-party Vendors and other service providers' agreements, AMC, process documents.
 - Establish ITSM Tools e.g., Service Desk (Motadata) and Inventory management applications.
- ü **IT Service Level Management: -**
 - Mapping Clients' requirements and coordinating in developing & and implementing technical processes in line with the SLA guidelines specified by the Client and internal Organization.
- ü **End-to-end IT Infrastructure Project Management: -**
 - Project planning, scoping, resource planning, scheduling, costing, delivery, quality management, issue management, risk analysis & and risk transfer/mitigation.
- ü **Primary Stakeholder Management: -**
 - SPOC for Severity levels, Incident, Problem & Change management, escalations & SLA tracking. Internal – External Customer and Vendor Relations Management.
 - Developed and implemented strict stakeholder management strategies to ensure successful project deliveries.
- ü **Technology/Infrastructure Management: -**
 - **Servers-** Server Installation (Hardware/Software), Configuration and Managing (Windows2K3 Server, 2008, 2012, 2016,2019) and Linux OS. **Server Services-** administration on (Active Directory Services administration,

DNS Server, File Server, Share Folder, VOIX CTI Server, SQL Server, Backup Server, Telephony Server, and others.

- **Network** – Administration on Manage Lease Lines, Broadband, MPLS, LAN, WAN, SSL VPN, and Enterprise WLAN devices (Switches, Routers, Firewalls, Access Points) and services. Manage **Telephony VOIP** and Analog devices (EPBX, IPBX, CCTV, Biometric, Fire Alarm, Data Centre access control, and related software.
- **Cloud** – AWS and Azure Cloud Architecting and setup for hosting Applications and Databases.
- **Azure** – Deploy ADDS on Cloud solution in the ORG.
- **AWS**- Manage Kubernetes Setup, Email Services for Dev-ops and Application development environments.

Information Security: -

- **SIEM**- Implemented Security Information and Event Management (SIEM Tool) in the current organization with the integration of O365, Azure Cloud, and Local Servers for Log collections and a holistic view of an organization's information security.
- **EPS/XDR**: -Implemented endpoint Protection and email gateway security solutions in current and existing organizations, with deep drive endpoint protection and Identify Insider Threats hunting and SPAM emailing protection.
- **Vulnerability Management**: - Responsible for managing all aspects of the Vulnerability Risk Management Program including vulnerability identification, analysis, remediation coordination, and reporting. Experience with VM identification, analysis, metrics, as well as processes enabling proper governance, risk, and compliance (GRC).
- **Privileged Identity Management**: - Manage Organization label PIM and IM Access Management and Review auditing with audit logs and implementation in major applications.
- **ZTNA**- The implementation for accessing all critical applications via Zero Trust (ZTNA), Policies and access rights have been allocated in accordance with segregation of duties and RBAC principles.

IT Audit and Certification: -

- **ISO**-Conducted ISO Certification audit from (BSI India) for 27001-2013, 2022 (ITSM) and successfully delivered certifications.
- **International**- Deep Understanding of International certification (BRC, USFDA, and FSSI) for IT Governance documentation and SOPs, s and Compliance.
- **Regular audits** -Strong coordination with internal and external Audit vendors for yearly and Quarterly Audits.
- **SOC-1 and SOC-2 Type-II**- Complete knowledge about the process of SOC AICPA external Audit and review report structure.
- **GDPR and DPDPA**- Completed GDPR Certification and audit in the Organization responsible for Data Security and Privacy assessment for India and EU reasons data Compliance.

CAREER CONTOUR

<p>Unecops Workplace Solutions Pvt LTD (HROne)</p> <p>A- 8, Sec- 68, Noida- 201301 UP</p> <p>Associate Director IT & Information Security and Compliance (March-23 to Till Now)</p>	<ul style="list-style-type: none"> ü Successfully Implement ISO-27001-2022, ISO-IEC-277001, GDPR, DPDPA, SOC-1,SOC-2 Type II Compliances Certification in the Organization. ü Working as CISO and DPO in the organization and managing all the info-sec Governance responsibilities in the organization. ü Responsible for conducting BCP-DR testing and sharing review reports with clients. ü Develop and enhance security controls, processes, policies/SOPs, and procedures in alignment with GDPR, ISO, and other IT compliance requirements ü Responsible for building a Cyber Security program in the DevOps, engineering and other departments. ü Coordinate and lead internal and external audits to assess compliance and information security. ü Responsible for Conducting all Information security related VAPT activity and review reports and responsible for answering all client's related queries regarding VAPT. ü Manage IT Administration, IT Compliance, IT Asset readiness, and IT Internal Audits and Privilege access review audits. ü Responsible for answering all new and existing client queries regarding infosec questioners and calls before onboarding. ü Managing Information Security and Compliance yearly budgeting planning. ü Technical Security Operations completed responsible for new security tool and incident management in Product related and Database. ü Develop, implement, and monitor a strategic, comprehensive enterprise information security and IT risk management program to ensure that the integrity, confidentiality, and availability of information is owned, controlled, or processed by the organization. ü Provide regular reporting on the current status of the information security program to enterprise risk teams, senior business leaders, and the board of directors as part of a strategic enterprise risk management program.
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First Meridian Services LTD

**(v5 Global Services
Pvt LTD)**

B1, H5 Second Floor Mohan
Cooperative Industrial Area
New Delhi -110044

**Sr. Manager IT Infra and
Security
(May-2021 to Oct-22)**

- ü Successfully Implement **ISO-27001-2013 ITSM** Certification in the Organization
- ü Implement **TrendMicro XDR** endpoint protection for the 1800 employees, and **Deep security** protection for Windows and Linux Servers.
- ü Successfully Migrated **MS-0365** account from POP mailboxes **(1500 Mailboxes)**
- ü Responsible for IT and Infra Physical and Data Security
- ü Implement **Palo Alto Firewall** for Global VPN Setup for Home users and remote access with Security authentication and a two-phase gateway.
- ü Create ISO and Internal IT policies and implement them in the organization.
- ü Responsible for vendor Management for IT services Data center colocation and multi-side services (NTT and Netmagic).
- ü Successfully implemented **AD on Cloud setup (ADDS)** for 2000 system Users along with GPO policies implementation, e.g. BitLocker encryption, device authentication, and SSO login setup.
- ü Successfully Implemented **ITSM tool for Service desk (IT Helpdesk)** and incident management, change management, and Service desk management for 24/7/365 support, with Asset inventory tool and **NMS (network/server monitoring)**.
- ü **Responsible for IT Infra VAPT and Risk Assessment testing.**
- ü Successfully Implemented **DLP Application** (Data leak Prevention) Trend Micro.
- ü Manage **Multilocation Network setup** from Firewall and Access Points.
- ü Managing **11 IT engineers** (L2 and Services Desk) team member team, and Mentoring, Coaching, Appraisal, Conflict Resolution Monitoring KRA and KPI according to SLA support and review performance on quarterly and yearly as per HR policy.
- ü Responsible for the technological direction of a company. Proposes **budgets (Capex and Opex)** for programs and projects, purchases and upgrades equipment, supervises computer specialists and IT workers, and presides over **IT-related projects**.
- ü Managed IT Projects for the company and coordinated Intra-department resources and inter-company resources to deliver results on time and under the budget.
- ü Developing, implementing, and monitoring service level agreements with vendors ensuring compliance and quick resolution to specific issues and achieving more than **99% systems availability**.
- ü Responsible for managing new Projects implemented in the **AWS and Azure Setup** and supervision of the technical support for all **Cloud Platforms**.
- ü Setup **Servers and DC Migration** from prime to Colocation-based environment (NTT/Netmagic).
- ü Conducting **Monthly and Quarterly IT Training** to employees on knowledge-based topics and sharing KB articles.
- ü Responsible for New Office setup and **Managing IT yearly Budgeting on Capex** and Opex, also sharing MIS details with the MD/CEO office.
- ü Overall responsible for email and data security as per ISO standard and BSI standard.

<p>Anmol Industries Ltd 38 A/F Udyog Vihar Greater Noida, GB. Nagar –UP- 201306</p> <p>Manager IT (Dec-2018 to June-21)</p>	<ul style="list-style-type: none"> ü Overall responsible for Anmol companies SAP infrastructure and new Development coordination with vendors. Help SAP users with any IT issues Ownership responsible for T-code allocation and internal, and external Audit for SAP on the PP/QA/MM/FIFO/PM/DM/ modules. ü Coordinating with CMD, CFO & and GM for approvals of IT Capex & Opex Budget for Anmol units and offices Pan-India and its centralized Data Centre. IT / SAP technology evaluation and selection, procurement, and implementation. ü Manage Operational costs and conduct near- and long-term financial forecasts for expanded functionality for other location Anmol manufacturing units. ü Manage and administrator to ensure optimal operation of all desktops, laptops, servers, network devices (Firewall, MPLS, switches, WLAN, and network Service (ISP, PRI, MPLS, IPBX, EPBX), etc. ü Managed 17 IT team engineers and shared Monthly performance and KPI MIS sheet to GM/Director operational and provided training on new technology. ü Manage the relationship of all IT service Vendors, AMC vendors, consultants, and other experts, and adhere to the IT infrastructure ITIL framework policies and procedures (including incident, problem, and change management) and establish SLA agreements documents of all IT vendors. ü Responsible for the overall effectiveness and efficiency of IT systems and operations to ensure high label of user satisfaction. ü Responsible for compliance of Information security (ITGC) and control procedures- collaboration on the development and maintenance of IT policies and licensing, SOP, and maintaining IT compliance for IT audits and food safety auditors. ü Creating IT policies on firewalls, Servers, Data Security, assets allocation, and requisitions of other departments. ü Manage business email solution G-suite with admin control and provide technical support.
<p>Sanofi Pharma India Ltd D-2 4th Floor Southern Park Building Saket dist. Centre New Delhi-110017</p> <p>Asst. Manager IT (Feb-2013 to Nov-2018)</p> <p>Progressive Infovision Pvt Ltd. CC-27A, Hari Nagar, New Delhi-110023</p> <p>Desktop Support Engineer (L2) (Jan-2012 to Jan-2013) Wipro InfoTech Project (MAX Life Insurance)</p>	<ul style="list-style-type: none"> ü Led Helpdesk and Service Desk Team 20 team Engineers and provided them with New Application/Product Training and worked together on escalated Tickets. ü Manage engineer’s shift duty Rosters with Leave, weakly off, comp off, and other operation Supports. ü Allocate complex calls to appropriate IT Support members and escalate issues using a standard escalation Matrix to maintain a high degree of customer service for all support queries, and Tickets. ü Making Monthly Dashboard and MIS Reports including Service desk trend, Network uptime trend, Project activities, new Initiatives, etc., and representing management meetings (MRM). ü Manage firewall Security devices:(FortiGate, Cyberoam) to control content & and URL filtering, with User group permission, internet security, WAN quota, USB security, antivirus filtering, and others. ü Handle all VIP calls for Blackberry, iPhone, MAC Laptops, Windows Laptop, Wireless, Data Cards, docking stations, Intranet Applications, MS Office 365 and 2010, Inscription security applications (PGP, bit locker, safeguard), and VPN-related issues and resolve the issues within OLA. ü Managing IT Internal and External Audits and renewing and re-auditing all IT policies and SOP documents as per MCA, and US- FDA. ü Looking after maintaining customer satisfaction as well as resolution of their problems with a view of getting AMCs and its renewal too. ü Manage IT yearly Capex and Opex budgeting and forecasting and help to cost team to reduce IT costing YTY. ü Coordinating with the vendor as well as Sr. Management for SAP ERP-related modification, T-code Implementation, and infrastructure issues. ü Ownership responsibility on Critical/ VIP User Support on iPhone, MacBook, on Emailing, and other IT-related issues. ü Provide IT Support to 14 Team IT Engineers on Critical Calls and schedule all types of Training. ü Vendor Coordination and Provide Asset Details to Management Authority. ü Manage ADC and other Physical servers, e.g., DHCP, File folder sharing, and antivirus server. ü Windows XP/7, desktop/workstation operating systems, / LAN/WAN

/Hardware/Software support.

	<ul style="list-style-type: none"> ü Local and network Printer troubleshooting & and installation, Software (Windows, MS Office, MS Outlook, SAP Crystal Report and other applications, Drivers, etc.) Installation / Support / Troubleshooting. ü Video conference and Webcast Support HO and GO location with Intranet Support. ü Directing a team of helpdesk Engineers & Service Desk team, and Asset team, to maintain consistent Uptime SLA for close IT incidents as well as IT facility at 2 more offices in NCR.
<p>Info Care Digital System Pvt Ltd. 3/152, Vishnupuri Kanpur-UP-208002</p> <p>Desktop Support Engineer (L1) (Aug-2009 to Dec-2011) Wipro InfoTech Project (Future Group) (Big BAZAR and Pantaloons Stores)</p>	<ul style="list-style-type: none"> ü Smoothly Manage UP East location 5 Big Bazar and 5 Pantaloons store for IT and system support to billing team, store, and POS team. ü Help to POD and billing team with Smooth running of Application and Maintenance- SAP, Retail, Gift Voucher, Schemes, and Payment gateways e.g. Plautus (AXIS, ICICI, & HDFC, SBI) and another S/W. ü Business IT Supports & initiatives- Helping operations in forming Operational procedures as well as commercial, Visual Merchandiser, HR, SCM, and other departments. ü Vendor Coordination for internet and MPLS connectivity and provide support on desktops, laptops, printers, BAR code Scanners, client systems of advertisements central monitoring thin client PC. ü Handle all physical business and Operational Servers e.g. email, antivirus, file and folder sharing, SAP, inventory database and HR application database, AD, DHCP. ü Manage all Network equipment and provide daily and weekly checklist details to HO team members on firewalls, routers, Switches, and WLAN devices. ü Help to billing team to open new cash and billing POS trill counter on special days if required IT support.

MAJOR ACHIEVEMENTS / ACCOLADE

<ul style="list-style-type: none"> ð Complete the ISO 27001:2013, 2022 ITSM Certification and FSSI/BRC certification process for the Organization. ð Implemented Sales and business Data source MIS Projects (SFA, DMS Projects). ð Successfully completed SAP DR Server implementation at Greater Noida Plant location. ð Successfully completed the Visitor Management System at Anmol HO and Factory Location. ð Successfully completed the project involving implementation of IT infrastructure, Power Backup and electricals, Lighting, CCTV NVR project in across factories 07 units, Access Control on the Premises restriction, Fire Detection and suppression Systems, and VRF and split AC Systems at the new office location of Anmol offices and Factories branch locations. ð Successfully leading and managing IT Internal and external Audit for Anmol Industries Ltd. ð Successfully implemented IT, HR, and Office Admin policies developed SOPs, and actively ensured compliance and regular risk review and mitigation activities. ð Successfully Implemented IT policies and SOPs, and IT does and don't do workshop training for internal employees. ð Achieved Employees of the Month Award from Management, for work Quality and work efficiency. ð Successfully completed Centralized Helpdesk and ITSM, Inventory management project (Atlassian, Motadata)
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IN-DEPTH TECHNICAL KNOW-HOW & EXPOSURE

<ul style="list-style-type: none"> ð PC Hardware: Multi-brand Desktop PCs and Laptops, Apple MacBooks, iMac & iPad, and commonly used Computer Peripherals. ð Server, Storage and tape Hardware: Multi-brand Rackmount & Blade Servers, NAS / SAN Storage Systems, LTO Tape Drives, Autoloaders & Tape Libraries. ð Virtualization: VMware VXS I 5, 6 Windows Hype V. ð Active Network Hardware: Cisco Routers, Core and edge Switches (L2 / L3), and Enterprise Wireless LANs (Cisco, Aruba Networks, Ubiquity, Cambium, D-Link & Ruckus). ð Passive Network Hardware: Cat-6 Data/Voice Structured Cabling with Fibber backbone interconnectivity. ð WAN: P2P Leased Lines, MPLS, RF Links, VSAT, ISDN PRI & Softphone Dialling, VPN, Broadband, etc. ð Firewall & IPS: UTM e.g. (FortiGate 100 D, 200D, 80/40/60F), (SonicWALL TZ215, TZ450), (Cyberoam 250ing, 50ing, Sophos XG230 and XGS2100 Series and Palo Alto NGFW Series Cloud and Physical Firewall). ð Systems Security: IPS, secured Email & Web Gateway, Trend Micro XDR, Sophos XDR & EDR / Symantec / McAfee / Securite/E-scan/ESET, Anti-virus Anti-spam, Anti-spyware, Endpoint Device Protection, and Centralized Patch Management using WSUS and Solar wind Application.
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- ø **High Network and data Availability:** Server and network hardware redundancy, Power Supply redundancy, Server Disaster Recovery, Server Clustering, etc.
- ø **Data Backup and Archiving:** Cloud Backup, Disk-to-Disk and Disk-to-Tape Drive (LTO 4,5,6) Backup System using Commvault application.
- ø **Voice Systems:** Panasonic, Sangoma IP PBXs, CTI Systems like ACD, Predictive Dialler, Call Logging System, IVRS, etc., Unified Messaging systems, and VoIP & Voice Mobility Solutions.
- ø **Electronic Messaging:** Office365, MS-Exchange Server & Blackberry Enterprise Server, Zimbra Email Solution G-SUITE enterprises along with Administrator and license inventory responsibility
- ø **Conferencing Systems:** WebEx, GoToMeeting, Skype for Business, Polycom, People link Lifesize, etc.
- ø **Office Applications:**
 - o **Microsoft:** MS Office Suite, MS Outlook (2007,10,13 Office 365), Skype for Business, MS-Teams
 - p **IBM:** Lotus Notes, **Google:** Google Workplace.
- ø **Core Business Applications:**
 - o Tally ERP, Busy ERP, Farvision ERP.
 - o Core Financial ERP: SAP Hana S4 and ECC 6.0 and 7.3. SAP B1.
- ø **Utility Systems** such as Online UPS Systems, Precision air-conditioning-based data center climate control systems, fire detection and FM200 gas suppression systems, and Electrical systems like HT/LT Panels, Circuit Breakers, Electrical Distribution Panels, Electrical Cabling, Earthing etc.
- ø **Electronic Perimeter Security Systems** like Access Control Systems Biometric, Punching Card, Face reader, Voice Controlling Sound Systems, CCTV-based smart surveillance systems DVR and NVR recording systems, Security Alarm Systems, etc.

ACADEMIA

MBA (IT)	PTU, Punjab Technical University, Punjab Jalandhar	2009-2011
B.sc (Math)	CSJM, Kanpur University	2005-2009

TRAINING & PROFESSIONAL COURSES

ø	45day Workshop on `Wipro Technology `For the VIP User Support	2013
ø	ITIL Foundation Version-3 (ITIL V3) certified	2016
ø	Microsoft Certified Professional (MCP)	2013
ø	Microsoft Certified System Administrator (MCSA)	2013
ø	Hardware, Networking and 1 year A+ Diploma	2010
ø	Azure Administrator (AZ-400) and O365 Security Administrator (MS-500)	2022
ø	ISO 27001-2022 and 277001:2022 Lead Implementer, Auditor	2024

PERSONAL DOSSIER

Date of Birth : 07th Aug 1987
Languages : English & Hindi (Read/Write/Speak)