

Aneesh Kuniyil

IT LEADER

RESIDENTIAL STATUS: SINGAPORE PERMANENT RESIDENT



+65



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CORE SKILLS & EXPERIENCE

- Cross-Functional Management
- People Management
- Business Analysis
- 3rd Party Supplier & Vendor Management
- Service Delivery Excellence
- IT Infrastructure Management
- IT Project Management
- Digitalization & Automation
- Team Building & Training
- Service Desk Management
- Asset Management
- Standards & Policy Development

EDUCATION

- Bachelor of Information Technology (Major in Computer Security and Network Administration & Design)
- Advanced Diploma in Information Technology
- Diploma in Information Technology
- Member of Golden Key International Honor Society - for Academic excellence

PROFESSIONAL CERTIFICATIONS

- Certified ScrumMaster® (CSM®)
- ICAgile Certified AGILE Professional (ICP)
- ITIL 4 Foundation Certificate in IT Service Management
- Project Management Professional Certification (PMP) - on-going
- AGILE Approach in Project Management
- Microsoft Certified Systems Engineer - MCSE
- Microsoft Certified Technology Specialists - MCTS

INTERESTS AND HOBBIES

- Indian classical dancer - training & performing for over 20 years
- Yoga Teacher and Meditation Facilitator
- Technology, blogging and web designing

IT Management | IT Service Delivery | IT Infrastructure Design, Management & Improvement | IT Project Management | Change Management | Network Administration | Digital Transformation | Team building | Training

Technical and accomplished professional with 11+ years of success in information technology management for well-reputed organizations. Expertise in determining and meeting the **emerging technology needs** of clients/corporates by developing and deploying impeccable IT solutions - systems, software, and IT infrastructure. **Succeeded in leading and delivering several IT projects** in compliance with time, quality, and budgetary constraints - **office relocation, new office setup, cloud adaptation, infrastructure design/management, digital transformation, server migration, and operations automation.** Known for bridging the gap between the end-users, management, and technology experts.

Ensure the excellence of IT service and performance by creating business relationships with key stakeholders - vendors, IT service providers, senior leadership, subordinates, and clients. Develop and lead cross-functional, top-performing IT teams, in addition to providing training to ensure top-flight performance. **Innovative strategist**, set up and enforce IT service catalogues, policies, guidelines, and SOPs, along with defining ways for on-time accomplishment. Instrumental in providing top-class technical support to ensure the proper functioning of IT software, hardware, and networks within the firm.

PROGRESSIVE ACCOLADES

- Awarded the Best Promising Staff (2010)
- Received the Best Support Staff Award (2012, 2013, 2014)
- Department Won the Best Performing Department (2015, 2016, 2018, 2019)
- Department Won the Best Department for "Accountability" due to Solid Contribution during the Pandemic Lockdown (2021).

PROFESSIONAL EXPERIENCES

**IT MANAGER | MIRANDAH ASIA PTE LTD & SISTER COMPANY
MIRANDAH LAW LLP | DURATION: JULY 2011 - PRESENT**

Provide leadership for strategic planning, IT roadmap, day-to-day IT operations, maintenance, and management oversight for the APAC region, in addition to maintaining information and systems security to ensure a high level of IT service delivery. **Create a bridge and robust coordination among senior leadership, multiple levels of users, and the IT team for translating complex technical information.** Evaluate, interview, select, hire, and onboard highly-qualified staff members, along with providing training to ensure top-flight performance. **Advise upper management on IT projects, cyber security, user feedback, and improvement plans.** Plan and organize training sessions for all levels of staff on various IT systems, security policies, and guidelines. Determine user requirements via analysis as well as implement required changes and improvements to systems to meet the emerging information and technology needs of the firms.

IT MANAGER AT MIRANDAH ASIA PTE LTD & SISTER COMPANY MIRANDAH LAW LLP | DURATION: JULY 2011 - PRESENT

- Ensured the continuity of business by transforming the firm's 5 offices to **Work-From-Home (WFH)** at the start of the COVID-19 pandemic by redesigning the essential network, finetuning firewalls, configuring VPNs, and providing training to all staff.
- Relocated **Singapore and Thailand Offices** and established a new affiliate office in **India** through initial planning, office layout design, server room and network design in partnerships with vendors, IT service providers, and building contractors.
- Governed and successfully completed more than **25 key projects** in compliance with contractual obligations by spearheading a team of IT staff and vendors.
- Transformed the offices from **100% paper-intense offices to an 80% paperless office** by designing new systems, automating operations, driving process improvements, and increasing productivity.
- Headed the migration of **Microsoft Windows Network and File servers** from Windows Server 2003 network to Windows Server 2008 in 2010 in the first phase and to Windows Server 2016 and 2019 in the second phase in 2017.
- Designed and customized a document management system, **iManage**, to cater to the growing knowledge management needs.
- Provided a significant role in the firm's cloud adaptation whilst devising a hybrid solution for emails, active directory, and DHCP via Microsoft Azure and Office 365.
- Drove automation, thus saving cost and increasing productivity by up to **70%**. Introduced a portal that enabled all agents/clients worldwide to upload, view, and edit cases and invoices as well as assisted the firm in managing and tracking cases and payments.
- Steered the complete revamp and rationalization of the in-house **Client Relationship Management (CRM) system and Billing & Accounting Systems** to support the paperless-office initiative and automation.
- Generated improvements in efficiency and productivity while acting as a liaison among end-users and upper management for the better co-ordination of firms' operations.
- Successfully reduced employee attrition within the IT department by establishing a motivational and satisfactory work culture.
- Monitored contracts (SLAs) and 3rd party suppliers and vendors to ensure the flawless purchasing of IT-related products and IT services, thereby generating cost and time savings.
- Introduced and set up IT security policies, Standard Operating Procedures (SOPs), and guidelines.

Empowered company to grow business, including developing a high-performing IT team from scratch. Played a vital role in expanding business across the Philippines, Thailand, Indonesia, and India by optimizing the IT infrastructure capabilities to support the new business needs. Partaken in setting up an office in India, resulting in increasing revenue by \$2M. Involved in expanding business across the Philippines, thereby generating more than \$4M in revenue.

NETWORK ADMINISTRATOR | MIRANDAH ASIA PTE LTD | DURATION: SEPTEMBER 2010 TILL JULY 2011

Single-handedly administered the entire IT Infrastructure for the Singapore office. Delivered top-notch technical, desktop support to all staff aimed at determining and fixing desktop systems and supporting hardware and software. Arranged training sessions for the skills enhancement of all staff on IT systems, including Microsoft Office products.

- Conjoined a team of vendors for migrating Windows servers and introducing Microsoft Exchange in the office.
- Received appreciation from the top management for solely handling overall assigned operations as per expectations.

EARLY CAREER

- ASSOCIATE TRAINER | GENETIC COMPUTER SCHOOL | Singapore | 2012 - 2013 (Part Time)
- TOOLING ENGINEER/DEPARTMENT HEAD | INZIGN PTE LTD. | Singapore | 2007 - 2010

TECHNICAL EXPERIENCE

Microsoft Windows Server 2008/2012/2016/2019 | Windows 7/8/10/11 | Microsoft Exchange 2010/2016/2019 | Exchange Online | Microsoft Virtualization - Hyper-V | Basic knowledge of VMWare | Windows Network (Active Directory, DNS, DHCP, Layer 2 & 3 Switches, Routers, WAN, LAN, NAC) | Dell EMC Storage | Dell Servers | HP Servers | Synology NAS Storage | iManage Document Management System | Basic knowledge of Microsoft SCCM | Sophos XG Firewalls | Sophos Intercept X Antivirus Solutions | Veeam Storage & Backup Solutions | Barracuda Message Archiver | Microsoft Office Suite | OneDrive | SharePoint | Office 365 | Microsoft Azure | Microsoft Teams | Google Workspace | Database Management | MacOS & iOS | Toshiba VoIP Systems | Zoom | Google Meet | Slack | ServiceNow | ITIL Service Delivery Processes | Open-source Tools | WordPress | Content Management System (CMS)



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