

Dear Sir/ Madam

This is in response to an opportunity in your esteemed organization. It would be a great honor for me to be associated with your institute, as I trust my corporate company, IT Education, and startup experiences will add value to your esteemed organization.

I hold a **Master's degree in computer applications (MCA)** and have gained 25+ years of professional work experience in various industries. In my last employment I served for 13 years in a managerial role at **Johnson Controls**, an US based multinational, Fortune 500 listed corporate, with a Global presence in over 2000 worldwide locations for their Middle East operations.

I have been closely associated with students from **BITS Pilani campus in Dubai** for their Internship program with Johnson Controls, training and guiding them in best practices.

Currently I am serving as a **Guest lecturer at Udupi group of Institutions Manipal**, teaching BCA batches on **Artificial Intelligence and Social Media Marketing**. Also teaching **Data Analytics / Python / Power BI for Nasscom/ Accenture** led CSR initiatives at Mind Creative Institute in Udupi and for **Manipal University Jaipur campus**.

Also I am the technical advisor for SarLata a startup **recruitment and training** company in Udupi.

Summarized below are my domain expertise.

- ✓ IT Business Relationship Manager – Middle East, Europe & South Africa.
- ✓ IT Infrastructure / Server / Network / Operations Manager
- ✓ Database Administration & Communication Systems Management
- ✓ IT Security and Compliance management
- ✓ Manage SLA - Service Level Agreements.
- ✓ Guest Faculty at Udupi Group of Institutions. (Artificial Intelligence, Social Media Marketing) Manipal.
- ✓ Guest Faculty at Mind Creative Udupi - NASSCOM / Accenture (Data Analytics , Power Bi , Python)
 - Technical Training & CSR (Corporate Social Responsibility) Programs
- ✓ Guest Faculty for Manipal University – Jaipur campus. (HR Process and Remote Work IT)
- ✓ Student Internship Orientation and Training
- ✓ Technical Advisor – Sarlata IT Solutions (Recruitment, Training)

Verticals - IT companies 9 years, Insurance 7 years, HVAC 14 years, IT Education 3 years.

Strength - Expertise at translating sophisticated technical concepts into business value. Keep clients at the forefront of relevant strategy, expertise and business improvement at Enterprise level.

Currently I am based in Udupi and looking forward to enhancing my experience gained in various industries around the globe in Multinational companies. I am confident that with my skills and passion for technology and training, I would be a perfect match for your organization.

Appreciate your time to further discuss the opportunity. If you have questions or would like to contact me by **Phone call / WhatsApp@ 0091-9902263200** or by **e-mail at shettypradeep@hotmail.com**. I have enclosed my resume below for your kind review, and I look forward to hearing from you.

Sincerely,
Pradeep G Shetty

RESUME



PRADEEP G SHETTY: IT Professional

0091 9902263200

shettypradeep@hotmail.com

Professional Profile

MCA (Master's in Computer Applications) with over **25+ years of industry experience** in various positions in India and United Arab Emirates. Have a proven track record in **leading and managing global** technical teams to develop innovative technology solutions that increase output and improve processes. I hold extensive cross platform project management experience and in-depth knowledge in IT, Insurance and HVAC sector. I confidently lead and motivate technical teams to deliver bespoke and off-shelf solutions. I also have a proven track record in coordinating cross-team delivery of high-end technical solutions to business users on budget and time.

Verticals - IT companies **9 years**, Insurance **7 years**, HVAC **14 years** and as Startup Founder **2 years**.

Strength - Expertise at translating sophisticated technical concepts into business value. Keep clients at the forefront of relevant strategy, expertise, and business improvement at the Enterprise level.

Core Positions held and Specialization

- IT Business Relationship Manager
- IT Regional Infrastructure Project Manager
- IT Server and Network Manager
- IT Systems Administration
- IT Security and Compliance Management
- Manage Vendor / SLA - Service Level Agreements
- Database administration
- Communication Systems & Operations
- Technical Training
- Student Internship Orientation and Training

Career Summary

Johnson Controls Dubai

- Aug 2015 to Mar 2022 : Business Relationship Manager
- Jan 2014 to July 2015 : IT HW and Tech Support Manager
- Oct 2009 to Dec 2013 : Regional Infrastructure Project Manager
- May 2008 to Sept 2009 : IT Project Network and Server Administrator

Job Responsibilities:

Business Relationship Manager

- ✓ Manage the project execution processes inclusive of budgeting, identifying project scope, requirements, and deliverables, developing project plans, identifying and appointing vendors, for procurement of appropriate systems and services.
- ✓ Establish clear ownership of project tasks, provide required tools to the team members and ensure that the project meets the required quality and standards set by the team.
- ✓ Liaise with vendors and service providers for quick resolution on project issues and regular monitoring of actual progress against the project plan keeping the stakeholders / senior management updated on progress.
- ✓ Ensure project management processes and performance standards are followed by internal and external project team members.
- ✓ Maintain project-level risks, issues, actions and decisions, support effective mitigation, and escalate any high priority concerns in a timely fashion.
- ✓ Ensure proper vendor management with value addition to the organization e.g., Cost negotiation, contractual commitments, SLA etc.

- ✓ Review and record external vendor performance details for upcoming evaluations.
- ✓ Review current systems and procedures, identify the areas needing improvement and recommend corrective action as and when required.
- ✓ Provide periodic reports to Senior IT Management / Project Stakeholders on the status of all ongoing projects.
- ✓ Business Effectiveness and Productivity - Periodic team reporting per IT Standards, Strong Project Management, Maintaining a six-month plan, SLA Compliance, Strong Stakeholder Management.
- ✓ Current Initiatives handled - CRM Salesforce MEA deployment, MuleSoft Integration, Azure Cloud solutions, UiPath Robotics Process Automation project execution, Web Portal Integration project.
- ✓ Digital Enablement - Leveraging an understanding of digital tools, solutions, challenges, and emerging trends to expedite individual and team productivity, taking advantage of technology tools to uncover complicated business issues, develop practical solutions, create more customer value, and discover new business opportunities.

Additional Responsibilities – Execute **(CSR) Corporate Social Responsibility** activities year on year. Organizational Health Index Survey, reviews and team actions closeout year on year. Conduct IT and Management Trainings. I have been closely associated with students from **BITS Pilani Dubai campus** for their Internship program with Johnson Controls, training and guiding them in best practices.

IT HW and Tech Support Manager- Infrastructure

- ✓ Responsible for Johnson Controls Middle East IT Infrastructure activities – includes sites in UAE, Turkey, Egypt, Lebanon, Qatar, Oman and Saudi Arabia.
- ✓ Manage Infrastructure activities of a team of off-site engineers.
- ✓ Coordinate with Global Infrastructure teams in Germany / USA and adhere to JCI global policies.
- ✓ Manage local Data center / Network Centre operations (24x7, 365-day operation).
- ✓ Assess efficiency and effectiveness of the Data center / Network Centre and develop action plans to implement improvements.
- ✓ Establish constant process improvement and ensure that best practices are adhered to.
- ✓ BMC Remedy / ITIL - Monitor, maintain, and report on the availability of on-line applications and the timely execution of all application programs in a multi-platform environment using Nagios/SCOM
- ✓ Responsible for 2nd level problem determination, resolution, and reporting of all components of the enterprise.
- ✓ Manage the risk assessment of all changes to the centralized computing environment to ensure quality changes and elimination of disruptions
- ✓ Analyze vendor service delivery and propose new technology solutions.
- ✓ Negotiate service and equipment contracts with various vendors.
- ✓ Analyze Network security using NetScout and other monitoring tools.
- ✓ Direct the installation of new HP and Cisco equipment.
- ✓ Deploy and Manage Software updates, Patches and Inventory via HP Altiris tool
- ✓ Manage the maintenance and security of all equipment in the local Data center.
- ✓ Plan monitor and control production processing activities for IT taking into consideration all operational regions.

Xpert IT Solution / Bitstream Computer Systems.

- Mar 2007 to May 2008 : Systems Consultant

Job Responsibilities:

- ✓ Responsible for the IT strategy and planning.
- ✓ Reporting to the Board of Directors.
- ✓ Provide consultancy services to clients on Hardware / Network Infrastructure implementations.

- ✓ IT purchase and costing activities. – Coordinate with various vendors.
- ✓ Interact with the Marketing team and propose sales strategies for the marketing of the company's hardware and software solutions for various sectors.
- ✓ Supervise the Hardware support team and provide solutions on a day-to-day basis. - on desktop / server support and administration issues.
- ✓ Implement VPN and VOIP between branches in UAE and overseas using Cisco technology.

Alliance Insurance PSC

- March 1998 to March 2007 : Network Supervisor

Job Responsibilities:

- ✓ Supervise and organize the day-to-day activities of the IT operations staff.
- ✓ Network management – Centralized management of 6 branch locations consisting of Cisco routers with leased line and dial up connectivity with a total of 200 plus nodes of networked PC's and printers.
- ✓ Server Management – Administration of Dell Windows 2000 and Windows 2003 -Oracle Database servers, Active Directory Domain Controller, Application Server, Remote Access servers, Email Server, Internet proxy server, Anti-virus update deployment server and NCR Unix servers running Oracle and Cobol application.
- ✓ Communication systems – Administration of the Voice Mail server, Call Accounting system and Telephone network.
- ✓ Security – Keeping up to date with the latest IT security threats and implementation of the same.
- ✓ Manage the SLA - Service level Agreements with various vendors.
- ✓ Helpdesk Functionality – Resolve the day-to-day IT related issues of the users. Hardware Issues of PC's and printers.
- ✓ Software issues – Operating systems ranging from Windows Desktop versions to Windows Server 2003. Microsoft office and Sun Open Office support, Oracle Applications – Customized insurance and financial products and other industry standard software support.
- ✓ Database and Applications support - Coordinate with developers and end users on Oracle issues. Set up test databases as per the required test conditions.
- ✓ Technical evaluation – Identify the hardware and software requirement of departments and evaluate the necessary products before purchase.
- ✓ Procurement – Liaise with management and purchase department for the procurement of IT products.
- ✓ Vendors - Coordinate with the various vendors on technical issues and purchases. Coordinate with Etisalat UAE on telephone and Lease line issues.
- ✓ IT Operations – Involved in the day-to-day activities of the IT operations - Database management, backup and recovery, daily processes, monitor the company's email, junk email monitoring, updating website, creating presentations.
- ✓ Training – Train the IT staff and users on topics related to their work and best work practices.
- ✓ [Euler Hermes Credit Insurance Dubai](#)- (Alliance Insurance JV) - Set up their branch office - Planning and implementation of Network and Communication systems. Planning and procuring Computer hardware and automation products. Support on day to day basis on User issues.

Systronics Dubai.

- January 1997 to January 1998 : System Manager

Job Responsibilities:

- ✓ Manage team of Support personnel and report to the Director on a Weekly basis.
- ✓ Maintenance of Compaq, AST, Acer, Dell, Hyundai servers, standalones and notebooks, in-house and at customer premises. Maintenance of HP Servers, Printers, Scanners & Plotters. Addressing end user hardware and software issues.

Pertech Computer's Limited (PCL) India – (Mangalore, Bangalore and Hyderabad branch)

- August 1992 to January 1997 : Customer Support Engineer

Job Responsibilities:

- ✓ Installation and Maintenance of Dell Servers & high-end Systems (Dell USA, marketed by PCL)
- ✓ Novell Network, Windows NT, UNIX based connectivity, Ethernet / Arc net cabling and configuring of servers and nodes with UTP thin and thick backbone transceivers – mostly in banking sector and other Central Government organizations.
- ✓ Compatibility problem solving of Servers - 486 and Pentium based EISA / VESA / PCI machines with third party interface cards. Installation of hardware – PC's, Line dot matrix, laser jet, bubble jet, plotters A4 to A0 size and scanners.
- ✓ Trouble shooting of Hardware and Software related problems under Windows, Unix and other standard software like AutoCAD, MS Office, Lotus etc.
- ✓ Maintaining good interpersonal relationships with the customers. Sales and collection of annual maintenance contracts and cheques. Upgrade sales of systems, analyze compatibility of machines to be upgraded.
- ✓ Conduct Induction trainings for colleagues and customers.

ACADEMIC QUALIFICATION

Master's degree in Computer Applications – MCA from Annamalai University, India	Mar 2008
Bachelor's degree in Commerce - Mangalore University India	Mar 2002
Pre-University course in Science with Mathematics as major subject - Karnataka Board India	Mar 1988

PROFESSIONAL QUALIFICATION

BRMP - Business Relationship Management Professional – Revised	Sep 2021
Uipath Robotics Process Automation – StudioX Diploma of Completion	Jul 2021
Scaled Agile Framework® Agilist (SA) Certification Program	Jun 2016
Multipliers – Best Leaders Make everyone smarter	May 2016
BRMP - Business Relationship Management Professional	Oct 2015
Flawless Execution Model Course - Afterburner JCI - Bratislava, Slovakia	Sep 2014
PMP (5 th Edition) Training Course from MISIP Dubai	Jul 2014
Situational Leadership Training - The Ken Blanchard Companies (JCI Dubai)	Feb 2013
Six Sigma Course - JCI Dubai	Feb 2012
ITIL V3 Foundation Training Course from ExecuTrain Dubai	Jul 2010
Oracle DBA 10g - Database Administration course from Oracle University Education - Sites Power Dubai	Feb 2006
MCSA 2000 (Microsoft Certified Systems Administrator in Windows 2000 Server).	Nov 2003
MCSA 2000 course through Microsoft Certified partner - ExecuTrain Dubai.	May 2002
MCP (Microsoft Certified Professional in Windows NT 4.0) - MCP ID: 1325230	Feb 1999
Computer Hardware and Maintenance Diploma from Integrated Digital Communications.	Oct 1992
Television Engineering Diploma from Trans Electronics.	Mar 1992

Personal Details

- Language fluency: English, Hindi, Kannada, Tulu
- Residing at: Udupi
- Marital Status: Married
- Number of Children: Two