



Adish Jugee

Network & Security Operations Manager

Profile

Network & Security Operations Manager | 10+ Years of Strategic Leadership
A proven leader and innovator with a decade of success in driving resilient, secure, and highly efficient IT infrastructures while ensuring enterprise-wide compliance. My leadership blends Visionary and Pacesetter styles, focusing on instilling transparency, building trust, and providing teams with a clear path for career development and goal planning. I combine this leadership philosophy with deep technical expertise and governance oversight in:

Security Architecture & Governance Compliance Expertise: Deep experience designing and operating controls aligned with NIST, ISO 27001, and SOC 2 frameworks. Modern Security: Successfully implementing Zero Trust Architectures via a SASE model (Netskope) to secure distributed environments.

Security Operations: I lead SOC Operations (including external teams), define comprehensive Security Incident Response Plans, and manage crucial cloud security services including Azure SIEM, WAF, and Firewall.

Next-Gen Networking: Architecting and optimizing large-scale WAN/LAN environments, including multi-vendor SD-WAN (Cisco, Fortinet, Netskope) and modern Wi-Fi 7 capabilities with SSO Authentication (Ruckus).

Automation & AI: I leverage Full Stack Observability (ManageEngine Site 24x7) and integrate Agentic AI/AI Insights to drive automation, simplify incident response, and ensure performance is consistently measured against rigorous SLAs & KPIs.

Employment History

Network & Security Operations Manager at Ecovadis Ltd, Ebene

April 2023 — Present

Global Strategic Leadership: Lead and mentor a geographically dispersed team of network and security engineers, focusing on Visionary/Pacesetter management, talent development, and fostering trust/transparency.

Strategic Planning & Budgeting: Own strategic Roadmaps, Team Objectives, Resource Planning, and comprehensive Budgeting for projects, capacity, and operational tasks. Manage key relationships with IT Services Providers.

Security Architecture & SASE: Direct the design and operation of Zero Trust Architectures via a SASE model (Netskope), including managing SWG, CASB/DLP-Inline, and UEBA.

Data Governance & Compliance: Ensure adherence to NIST, ISO 27001, and SOC 2. Own advanced DLP configurations (data at rest) and manage the full Vulnerability Assessment/Patch Management lifecycle using ManageEngine Patch Manager Plus.

Security Operations (SOC/Incident Response): Oversee SOC operations (internal/external teams), execute robust Security Incident Response Plans (SIRP), and manage key services like Azure Firewall/WAF/SIEM/Endpoint Security.

Modern Networking & Automation: Lead WAN/LAN optimization (Cisco, Fortinet, Ruckus) including SD-WAN and Wi-Fi 7/SSO. Manage critical Domain/DNS/DMARC/DKIM/SPF services.

Operational Excellence: Drive automation using Agentic AI/AI Insights to simplify service delivery. Utilize Full Stack Observability (Site 24x7) and measure performance via strict SLAs/KPIs in collaboration with ITSM.

Details

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Quatre Bornes, 230
Mauritius
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Date / Place of birth

15 August 1989
Quatre Bornes

Nationality

Mauritian

Driving license

Automatic + Owner of a car

Skills

Network Technologies

Security Operations & Tools Mgmt

Wireless Technologies

Leadership and Teamwork

Project Management

Operational Excellence

Strategic Planning

DNS Mgmt

Languages

English

French

Hobbies

Bodybuilding, Football

Infrastructure Team Leader at Ecovadis Ltd, Ebene

January 2021 — April 2023

Manage IT Infrastructure Team, assess team skills & delegate tasks respectively

Involve in the strategy of the company providing insight into new technologies and added values solutions

Assist in the creation of the team KPIs as well as monitor and report on results with the help of the Service Desk Coordinator

Participate in projects related to responsibilities; may serve as a technical project lead on occasions

Service process design, performance analysis, and developing proactive resolution plans.

Be the point of contact when it comes to technical escalations regarding network and security of the infrastructure

Review all technical support-related processes and documentation for continuous improvement

Reporting and Analysis of the availability and stability of the network infrastructure

Deliver internal training to support the team through workshops

Manage inventory and license renewal of equipment

Define and implement plans for backup of data

Senior Infrastructure Support Specialist at Ecovadis Ltd, Ebene

January 2019 — December 2020

Support and train end users.

Manage the technical documentation of the Infrastructure/IS Processes.

Be the technical operational referral of several Information Systems.

Install, test and maintain desktop, servers and network equipment.

Troubleshoot system and network problems and solve hardware/software faults.

Patching network and phones.

Monitor WAN/LAN efficiency and take appropriate corrective actions.

Ensure High-availability of office IT infrastructure.

Install and maintain anti-malware/anti-virus software.

Manage, monitor and troubleshoot network systems including Firewalls and switches.

Manage monitor and troubleshoot Active Directory.
Manage inventory, stock and purchase of ICT equipment.
Manage/participate in infrastructure related projects.
Architect, supervise and participate in elaborating new on-premise and/or cloud IT infrastructures including hybrid systems.
Propose enhancement to existing procedures
Prepare report on infrastructure support and systems.
Liaise with suppliers as part of project implementations and operational tasks.
Assist in management of ticketing system and elaboration of SLAs
Network and Security Owner; design, implement and maintenance of network infrastructure

Platforms:

Fortinet Equipments: Fortigate/Fortiswitch/FortiAP

Cisco Equipments: Routers/Switches/Cisco Aironet

Monitoring Tools: LibreNMS/FortiAnalyzer/Zabbix

User Accounts and Policy: Microsoft Azure

Stock Management: GLPI

Infrastructure Support Specialist at Ecovadis Ltd, Ebene

September 2016 — December 2018

Manage Internal Network Troubleshoot/Design/Implementation of Networking aspects, such as topology, manage cisco routers, cisco switches, cabling, access points.

Windows Server 2012 (Active Directory/Group policy)

Manage Fortigate Firewall (Policies/DHCP Server)

Manage stock inventory for IT assets.

Manage updates through secure applications.

Provide end-user support.

Managing the purchasing of IT equipment, creating PO for approval

Liaising with suppliers for the outsourcing equipment reparation

Documentation Preparation - Processes, Guidelines

Network Engineer L3 at Orange Business Services, Ebene

January 2014 — September 2016

VPN Specialist

Implement & Troubleshoot Configs on Cisco & Juniper Routers, Switches, WLC

Bandwidth Control and Upgrade: QoS

Routing Configuration: Static/BGP/OSPF

Switching: Vlans/Ports configuration/Spanning-Tree

Security: Access-List/Authentication

Redundancy Protocol (HSRP. VRRP)

IT Support Officer/.Net Software Developer at EIS Rogers Capital, Port Louis

December 2012 — December 2013

Report to IT Admin

Manage Windows Server Active Directory & Group Policy

Troubleshoot IP Phone, Desktop Applications & Hardware

Develop CRM features on Visual Studio together with IIS

Education

MBA Specialization in Project Management , Open University of Mauritius

August 2020 — July 2022

First Class Licensed In Networking & Database Management , -University of Mascareignes, Pamplemousses

August 2015 — July 2016

Diploma in Information Systems , University of Mascareignes, Pamplemousses

August 2011 — July 2013

Certification

MCP

April 2018 — April 2021

Installing and Configuring Windows Server 2012

MCSA

April 2018 — April 2021

Windows Server 2012

MCSE

May 2018 — May 2021

Cloud Platform and Infrastructure 2016

CCNP Service Provider

March 2015 — March 2018

Cisco Service Provider

CCNA Routing and Switching

March 2014 — March 2018

Cisco Routing and Switching

Lean Six Sigma White Belt Certification, MSI

May 2020

Project Management Essentials, MSI

May 2020 — February 2021

Leadership Training, MSI

May 2020

Fortinet NSE4

January 2021 — January 2023

📌 References

Shrini Appadoo [Operations Manager] from Orange Business Services

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Luqmaan Motala [IT Infrastructure Director] from Ecovadis Ltd

+23052545100

Christian Fong [Senior Manager] from Rogers Capital Ltd

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🎸 Extra-curricular activities

Bass Guitarist in EV Band at Ecovadis Ltd

September 2016

Involved in a music band, as the bass guitarist