

Arvind Ramtohul

*ICT Strategist / ICT Governace & Policy / Infrastructure & Systems Manager / PhD Researcher
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1 PROFILE

- ICT Strategist and Infrastructure Leader with over 15 years' experience in enterprise ICT, digital transformation, and infrastructure management. Proven ability to align technology with national and organisational objectives, formulate ICT policies, and drive large-scale transformation projects across banking, fintech, and public-facing platforms.
- Extensive expertise in enterprise architecture, ICT governance, cybersecurity, disaster recovery, and cloud integration, with a track record of leading cross-functional teams to deliver resilient, secure, and innovative ICT solutions.
- Strong focus on policy formulation, risk management, and capacity building, ensuring alignment with strategic plans and regulatory frameworks while fostering adoption of new and emerging technologies.
- Researcher and Innovator pursuing a PhD in Mobile Augmented Reality frameworks, with five peer-reviewed publications, an h-index of 5, and recognised contributions to advancing user experience and engagement through emerging digital technologies (AR/VR/XR).

2 CORE COMPETENCIES

Architecture & Strategy	Technology & Security	Leadership & Transformation	Emerging Technologies
<ul style="list-style-type: none">• Enterprise & IT Architecture Design• IT Infrastructure & Cloud Roadmaps• Digital Banking & ERP Systems• PCI-DSS / ISO 27001 Governance• Training & Mentoring	<ul style="list-style-type: none">• Virtualisation & Containerisation• Cloud (Azure, AWS), Unix/Linux/Windows OS & Opensource• Oracle DB, Weblogic, Middleware, Shell & Powershell Scripting• Cybersecurity & Patch Management, DR Planning	<ul style="list-style-type: none">• Team Leadership & Mentoring• Stakeholder Manager• IT Audit, RFPs & Vendor Management• Digital Transformation & Customer Experience Programs	<ul style="list-style-type: none">• Immersive Technologies (AR/VR/XR)• AI & Cognitive Services• Edge Computing & IoT Architecture• Human-Centered Design / UX in Systems Architecture

3 CERTIFICATIONS

- Oracle Database SQL Expert
- Oracle Certified Associate (OCA) in Database Administration 11g
- Microsoft Certified Professionals (MCPs)
- Microsoft Certified Solutions Associate Server 2012
- Project Management Leadership 4.0 / University of Technology / TeamSynthesis
- TOGAF Certification (In progress) – *Planned Q4 2025*

4 SELECTED TRAINING ATTENDED

- Enterprise Architecture Foundations | LinkedIn Learning | June 2025
- Cybersecurity Foundations: Security Architecture | LinkedIn Learning | June 2023
- Oracle WebLogic Server 12c : Administration I/II Ed 3 | Koenig Solutions India | November 2022
- Managers' Toolkit | Mauritius | September 2022
- Antimoney Laundering / Combat Financial Terrorism | Mauritius | October 2020
- Crisis Communication | Mauritius | January 2019
- Power Systems for AIX 1: LPAR Configuration and Planning | ICTWorx South Africa | October 2018
- WebSphere Application Server v9 Administration | ICTWorx South Africa | October 2018

5 EDUCATION

- PhD in **Computer Science**. Thesis on: A Mobile Augmented Reality Framework for Improving User Experience and Engagement (**In progress** - *successful conversion from MPhil to PhD*)
University of Mauritius. **Target Completion Date: November 2025**
- MPhil in **Computer Science**. Thesis on: A Mobile Augmented Reality Framework for Improving User Experience and Engagement.
University of Mauritius
- BSc (Hons) **Computer Science and Engineering** = *Final Year project: An Indoor Positioning System using Wi-Fi Technology* = Grade A.
University of Mauritius
- Higher School Certificate (HSC) – **Mathematics (A), Computing (B), Physics (D)**
Sir Leckraz Teelock State Secondary School

6 PROFESSIONAL EXPERIENCE

Head of IT Infrastructure / Team Leader *(October 2025 - Present)*

Outremer Telecom Digital Solutions (OMTDS) - Mauritius

Key Achievements

- Leading the IT Infrastructure division, overseeing system, network, and security operations across multiple sites.
- Spearheading infrastructure modernization projects, including virtualization upgrades, backup redesign, and cloud integration.
- Implementing governance, capacity planning, and monitoring frameworks to improve system reliability and performance.
- Driving cross-functional alignment between infrastructure, application, and operations teams to ensure high availability and business continuity.

Infrastructure & Systems Manager *(May 2024 – September 2025)*

ICPS Ltd - Mauritius

Key Achievements

- Lead and manage both DBA/System and Network & Security teams.
- Oversee the entire IT infrastructure, ensuring high availability and uptime KPI compliance.
- Develop and implement a three-year infrastructure roadmap to align with business objectives.
- Have a monthly meeting with senior management for a review of all infrastructure-related activities.
- Continuously review risks in terms of technology and people, ensuring proactive mitigation strategies.
- Participate in the recruitment process within my team, identifying and attracting top talent.
- Engage in and present at industry seminars and talks, representing ICPS and staying updated with emerging trends.
- Conduct performance appraisals and set objectives for the team members in the Infrastructure team.
- Spearhead major IT transformation projects, including:
 - o Migration to a Unified Platform to enhance operational efficiency by 25x.
 - o Visa Cloud Integration for enhanced payment processing and security by 15x.
 - o Revamping Disaster Recovery Infrastructure to improve resilience and continuity by 30x.
- Prioritize cybersecurity by enforcing patching, vulnerability management, and proactive security measures.
- Collaborate with C-level executives and stakeholders to drive strategic IT initiatives.
- Optimize IT operations, ensuring scalability, security, and regulatory compliance.

Lecturer (Part-Time) *(September 2021 – December 2022)*

Polytechnics Mauritius Ltd – Mauritius

Key Achievements

- Prepared and delivered lectures, tutorials and seminars. Taught modules of Artificial Intelligence and Relational Database Management Systems.
- Designed, prepared and developed module teaching materials.
- Collaborated with other academics and lecturers to improve teaching methods and expanded the knowledge base.
- Set and graded assignments, tests and exams
- Provided support to students and other colleagues.

Senior Operations Officer / Senior IT Officer *(December 2017 – April 2024)*

Mauritius Civil Service Mutual Aid Association (MCSMAA) Ltd - Mauritius

Key Achievements

- Backup lead for the IT infrastructure team. Sub-team lead on UNIX, Linux, Storage, Middleware, Windows, Database, Hypervisor, Network, and Security.
- Participated in IT strategic meetings, proposed, and completed projects such as E-Services, Active-Active DR, VMware infrastructure, Content Analysis System (CAS), and WhatsApp Chatbot messaging.
- Incubated new technologies such as AI and Computer Vision and devised an MCSMAA Technological framework for digital experience strategy.
- Improved the total efficiency of loan processing by 75x, reducing disbursement time from three days to one day through process automation and system optimization.
- Automated KYC documentation workflows using RPA, achieving a 60x improvement in documentation processing efficiency and enhancing compliance readiness.
- Managed stakeholder relationships and conducted discussions on IT infrastructure, emerging technologies, and contracts.
- Drafted and evaluated RFPs for new projects, participated in the tender committee.
- Assisted in budget preparation for all infrastructure projects annually.
- Managed and optimized network hardware, including routers, switches, UPSs, and security solutions like firewalls and anti-virus.
- Point of contact for ITGC security audits and VAPT exercises.
- Reduced incident response times by 40% through automation scripts and monitoring enhancements.
- Administered Oracle Database 12c and WebLogic 12c, managed 40+ physical servers and 200+ virtual machines.
- Led and mentored junior members while conducting training sessions for team members and non-technical staff.

System Network Administrator *(September 2014 – June 2017)*

Maureva Ltd - Mauritius

Key Achievements

- Implemented a Zabbix-based monitoring tool for infrastructure tracking.

- Configured VLANs for segregated voice and data traffic.
- Migrated Linux terminal servers to Windows Server 2012 R2, managing 120+ users.
- Performed AWS and Azure cloud migrations, managing EC2 and virtual machines.
- Installed Oracle Database 11g on Linux and Windows platforms.
- Developed backup strategies using RMAN, Veam, Windows Server, and Percona.
- Implemented VMware ESX and Hyper-V infrastructures for improved virtualization.
- Managed firewall migration and security configurations on Fortigate devices.
- Worked on PCI-DSS and ISO-9001 compliance projects.
- Conducted documentation, training, and mentoring of junior team members.

Software Engineer (ERP Administrator) (June 2011 – July 2014)

Accenture Ltd – Mauritius

Key Achievements

- Led ERP technical team, managing stakeholders across Onshore and Offshore teams.
- Served as backup severity-one manager, handling critical system outages.
- Screened and prioritized incoming requests, ensuring efficient task allocation.
- Conducted weekly status reports and technical dependency planning for ERP servers.
- Installed and maintained Oracle Database 11g on Windows and Linux environments.
- Developed backup plans, database tuning, and assisted in JDE migration.
- Designed and executed team training plans to ensure system expertise.

Assistant IT Support (June 2009 – December 2010)

SIMS International Trading Ltd – Mauritius

7 PUBLICATIONS

- Adaptive Multimodal User Interface Techniques for Mobile Augmented Reality: Frameworks, Modalities and User Interaction. Array. **Impact factor: 3.5 (Q1)**
- Augmented reality systems in the cultural heritage domains: A systematic review. *Digital Applications in Archaeology and Cultural Heritage*. **Impact factor: 3.4 (Q1)**
- Location-Based Mobile Augmented Reality Systems: A Systematic Review. In: Aurelia, Sagaya, Paiva, Sara (Eds.) *Immersive Technology in Smart Cities*. EAI/Springer Innovations in Communication and Computing. Springer International Publishing.
- User Experience and Engagement in Augmented Reality Systems for the Cultural Heritage Domain. In: Geroimenko V. (eds) *Augmented Reality in Tourism, Museums and Heritage*. Springer Series on Cultural Computing. Springer, Cham.
- Mobile Positioning Techniques and Systems: A Comprehensive Review. *Mobile Information Systems*. **Impact Factor: 1.802**
- A Prototype Mobile Augmented Reality Systems for Cultural Heritage Sites. *Information Systems Design and Intelligent Applications*. Springer, Singapore.

- Location Mobile Augmented Reality Systems: A comprehensive Evaluation”, *National Research Week 2018, Poster, Tertiary Education Commission, Mauritius.*
- A Positional and Directional Estimation System Using RSSI Fingerprinting Scheme, *UoM Research Week 2011, Book of Abstract, University of Mauritius. 2011.*

8 OTHER PROFESSIONAL CONTRIBUTIONS

- Expert Reviewer in the International Journal of Human-Computer Interaction
- Guest speaker and seminar participant in industry-led ICT forums