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## **Professional Summary**

Results-driven, Managing IT Team, with over 20 years of experience leading IT operations, strategy, and infrastructure for multinational organizations. Proven expertise in driving digital transformation, implementation of Core Banking Systems, Treasury Systems, Wealth Management, optimizing IT systems, and aligning technology with business goals. Adept at building and mentoring high-performing teams, managing budgets, and ensuring cybersecurity and compliance in rapidly evolving tech landscapes.

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## **Core Competencies**

- IT Strategy & Leadership
  - Core Banking Systems implementation and Upgrades
  - Digital Transformation
  - Cybersecurity & Compliance
  - Cloud Computing & Infrastructure
  - Budgeting & Cost Control
  - IT Service Management (ITSM)
  - Vendor Management
  - Team Building & Leadership
  - Data Analytics & Business Intelligence
  - Disaster Recovery & Business Continuity
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## **Professional Experience**

### **Manager – IT Infrastructure and Security**

ABC Banking Corporation Limited

*June 2022 – Present*

- Spearhead the development and execution of IT strategies aligned with corporate objectives and company's strategies.

- Advise the Executive Committee on the way to achieve compatibility between the developments of various software systems
- Lead a team of eleven IT professionals, providing mentorship, performance management, and career development.
- Oversee an annual IT budget of \$ 5.1 Million for both OPEX and CAPEX ensuring cost-effective investments in technology and services.
- Implement cloud solutions and modernize legacy systems, reducing downtime and improving scalability.
- Develop and implement information security policies, standards, and procedures to ensure compliance with regulatory requirements and industry best practices.
- Pair less experienced team members with mentors to support their growth and integration into the team.
- As a leader sets the tone for the team. Show enthusiasm, gratitude, and resilience.
- Strengthen cybersecurity measures, achieving compliance with [standards, e.g., ISO 27001, NIST, GDPR].
- Oversee nine staff management activities in the IT Department
- Implement new solutions – ABC reward systems for Credit cards with integration with the new internet/Mobile banking platform on a vertical High Availability.
- Develop cloud strategy and move with Office365 with enforcement and hardening on the security aspects
- Vet and finalise vendor contracts and agreements
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## **Business Developer**

Cybernaptics Mauritius

*September 2021 -May 2022*

- Identify and pursue new business opportunities in IT services, software solutions, and related offerings.
- Develop strategies to expand the company's market presence and revenue streams.
- Analyse market trends, customer needs, and competitive landscape to guide business decisions.
- Conduct market research to identify trends, emerging technologies, and potential areas of growth.
- Gather and analyse customer feedback to improve products and services.
- Monitor competitors' activities and develop strategies to maintain a competitive edge.

- Build and maintain strong relationships with clients, partners, and stakeholders.
- Act as the primary point of contact for clients, ensuring satisfaction and addressing concerns promptly.
- Foster long-term relationships to encourage repeat business and referrals.
- Work closely with technical, marketing, and project management teams to ensure seamless delivery of IT solutions.
- Collaborate with product development teams to align offerings with market demands and customer feedback.
- Serve as a bridge between clients and technical teams to translate business requirements into technical solutions.

### **Team Leader IT Operations**

Bank One Limited – Port-Louis Mauritius

*June 2005 – August 2021*

- Managed daily IT operations, including network infrastructure, helpdesk services, and application support.
- Direct the strategy, implementation and the management and support of company-wide Network, Data Centres and Hosted and Cloud Systems
- Plan, prioritize, and execute projects related to the core banking system.
- Collaborate with stakeholders to define project scope, deliverables, and timelines.
- Coordinate the integration of core banking systems with other applications, such as CRM, payment gateways, and reporting tools.
- Manage system upgrades and migrations with minimal disruption to banking operations.
- Manage risks, dependencies, and resources to ensure successful project execution.
- Implemented full STP process for all the allied applications within the bank.
- Oversee the development, implementation, and maintenance of core banking applications.
- Ensure the application is stable, secure, and meets performance standards.
- Monitor application functionality and ensure compliance with industry standards and regulations.
- Coordinate with vendors for updates, patches, and enhancements to core banking systems.
- Ensure the core banking application complies with security standards, data protection laws, and regulatory requirements.
- Implement and monitor security measures, such as data encryption, user access controls, and audit trails.
- Conduct regular audits to identify and address vulnerabilities.

- Evaluate new technologies and tools to improve system efficiency and user experience.
  - Implement automation and best practices to streamline processes and reduce manual effort.
  - Implementation of network for the disaster recovery site from scratch.
  - Budgetary responsibility, including ensuring IT costs are below industry levels.
  - Ability to understand the organization's IT strategy and to execute specific plans that ensure a cost-effective IT implementation and support structure.
  - Knowledge of infrastructure and configuration of package ERP systems
  - Enhanced Security on Unix, Linux, and Microsoft Servers. Hardening of servers – Configuration of servers as per IT Security best standard practices
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## **Education**

### **BSc Applied ICT With specialization in Security**

Open University – Reduit Mauritius

2021

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## **Certifications**

- Certified Information Security Manager (Exams pending)
  - Certified Ethical Hacker (CEH)
  - Project Management: The Basics for Success
  - CompTIA Network + (N+)
  - Office 365: Security and Compliance
  - Microsoft Azure: Networking Essentials
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## **Technical Skills**

- Cloud Platforms: AWS, Azure, Google Cloud
- Implementation/Upgrade of Core Banking Solution (Finacle and Oracle Flexcube)
- Tools: Power BI, Tableau, ServiceNow, Jira
- Security: SIEM Tools, Penetration Testing, Risk Assessment
- Networks: VPN, SD-WAN, LAN/WAN

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## **References**

Soobheeraj Ghora – 52502479

Thavinduth Audit - 59429529