








Gabriel Lavigilante

CONTACT

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-  Mauritian
-  Private Car - Driving License

SKILLS

- Strategic Planning
- Budgeting and Financial Acumen
- Compliance and Governance
- Cross-functional Collaboration
- Agile Methodologies
- Emerging Technologies Awareness
- Risk Management
- Technical Expertise
- Project Management
- Team Leadership
- Effective Communication
- Problem-Solving
- Change Management
- Vendor Management
- Business Acumen
- Cybersecurity Knowledge
- Data Analysis
- Network and Infrastructure
- Cloud Computing
- Stakeholder Management
- Innovation mindset
- Mentorship

LANGUAGES

English

Fluent

French

Fluent

PROFESSIONAL SUMMARY

A seasoned IT professional with 10+ years of experience, I bring a meticulous and visionary approach to technology solutions, particularly in adopting digital transformation. My disciplined work ethic drives me to tackle challenges head-on, continually seeking to innovate and optimize processes. Well-versed in emerging technologies, I thrive in dynamic environments and am passionate about leveraging tech advancements to enhance organizational efficiency. With a commitment to excellence and a strong enthusiasm for continuous learning, I aim to deliver impactful results in every project I undertake.

WORK HISTORY

IT Manager 02/2022 - Current
Currimjee Group | F&B Cluster - Belle Rose, Mauritius

- Technology Strategic Development
- Leadership and Team Development
- IT Project Owner & Management
- Research & Development
- Collaboration with stakeholders
- Budgeting and Resource Allocation
- Vendor and Partnership Management
- Cybersecurity oversight
- Compliance Management
- Performance Evaluation

IS Consultant 04/2019 - 02/2022
Eclosia Group - Moka, Mauritius
Core Responsibilities:

- Local Network Administration
- Wide Area Network Administration
- User Administration
- Security Administration
- Anti-Virus Administration
- License Administration
- Backup Administration
- Hardware & Software Administration
- Support and Maintenance
- IT Governance Committee
- Disaster Recovery Planning
- Managed Services

IT Technical Operation 07/2016 - 04/2019
Taylor Smith Group - Port Louis, Mauritius

- Provide full Technical support to 24+ companies in the group
- Monitor WAN Connectivity to main site
- Setup all IT related devices/services incl IP Phone, Mobile phones, PABX, Office 365 Dashboard, Cloud Technology like OneDrive for Business, Online Backup plan, Local backup plan, Off-site backup strategy,

Firewall (basics with Palo Alto & Advanced knowledge with FortiGate FW)

- Ensure excellent service is offered to different Business Unit and External clients at all time in whatever the circumstances might be
- Ensure the Group's staff have access to the latest technology for end-users incl Boardrooms
- Perform weekly visit to clients and take note of their issues
- Manage outdoor weekly planning
- Ensure tickets are resolved in a timely manner
- Know how to prioritize task of the team
- Ensure proper response of Helpdesk
- Liaise with supplier for items on order or repair
- Ensure that supplier attend sites as per their maintenance contract and assist them during intervention
- Perform survey as and when necessary along with contractor for infrastructure work that involve IT Department such as Network Cabling, P2P antenna installation, Fibre Optic work, WAN Connectivity with ISPs and so much more.

Technical Analyst

04/2015 - 07/2016

Leal Communication & Informatics Ltd - Pailles, Mauritius

- Initial point of contact as Technical Analyst for all users requiring assistance, guidance, or experiencing difficulties in using desktop equipment and applications according to ticketing system in place..
- Provide end-user support and maintenance of devices
- Daily back up checks.
- Assist in the training and induction of new members of staff specifically in the use of the Desktop tool and windows environment.
- Attend to visit of vendors as and when required.
- Liaise with suppliers for voice, data, communications and any IT related equipment.
- Ensure any voice, data, communications and IT related equipment is working properly by addressing issues promptly.
- Ensure system stability according to daily checks
- Respect tight deadline
- Participate in DR Simulation
- Manage IT Assets and report to the Management

IT Support Technician

02/2014 - 04/2015

Help On Call - Ebene, Mauritius

IT Support Officer for the worldwide company named BOURBON which offers the offshore service in oil and gas industry in 26 operational subsidiaries across the world, in partnership with clients such as Total, Shell etc...

As the IT Helpdesk of the company, any existing related issue concerning IT is reported directly to us as first contact. On a daily basis we deal with issue such as: - Microsoft Outlook (Archive, profile, PST, Exchange services, etc....) - Account authentication issue (Active Directory > Password expiration, certificate issue, Lync, locking, etc....) - Network issues (Internet access issue, Internet speed, proxy server, IP Phone, RDP, VPN, VSAT, FBB etc....) - Printer/Scanner issue (printing quality, calibration, print spooler, scan folder, etc....) - Email issue (undeliverable mails, spam mail, phishing etc....) - Application issues (Citrix, Oracle, Alicia, ITesoft, Optimist, DWG, etc....) - A lot more of IT related issue which cannot be explained in details (for ex: plugins issue such as java, flash player which can lead to defects in visibility, access or management) We also receive requests from the users such as: - Account creation (nominative/generic)

on Active directory - Distribution list access - Mail redirection - Generic access (Ex: specific folder access) - Printer access/configurations

IT Technician (Internship - Trainee)

11/2013 - 02/2014

Gaz Carbonique Ltd - Phoenix, Mauritius

Trained to assist anyone with computer issues, printers & network difficulties - Resolve problem with computers - Computer reparation - Helped in updating the company's IT assets - Assisting network cabling team during the extension of the company's office.

Trained to understand the daily tasks in Corporate world.

EDUCATION

Master of Business Administration - MBA, [In Progress - Ending 2027
Lincoln University College (Malaysia)

BSc in Business Computing & Information System, 06/2019
University of Central Lancashire (UCLAN)

Master Certificate in Business Management: Management
Online Training - Mauritius

Certificate in Leadership Authentique: Management
Eclosia Group - Mauritius

ITIL v4: Process Escalation Procedure
Cybernaptics Ltd - Mauritius

Microsoft Azure - IaaS: Microsoft Cloud
FRCI - Mauritius

Microsoft O365 Administrator
FRCI - Mauritius

CCNA: Cisco Networks
Cisco - Mauritius

Comptia A+: Technical
Comptia - Mauritius

Comptia Server+: Technical
Comptia - Mauritius

Higher School Certificate - A Level, 2012 - 2013
St Andrews School - Mauritius

School Certificate - O Level, 2010 - 2011
N. Saddul College - Mauritius

AGE

32 Years