

RATTAN VERMA

AGM - Head of IT | Strategic IT Leadership | Enterprise Architecture

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PROFESSIONAL SUMMARY

Dynamic and results-driven **IT Leader with 7+ years of experience**, currently serving as **AGM – Head of IT**, specializing in enterprise IT infrastructure, cybersecurity, and digital transformation across hospitality, corporate, and software domains.

Proven expertise in **scaling IT operations, reducing downtime by 30%, enhancing security posture by 40%**, and leading high-performing teams. Strong track record in **ISO 27001:2022 & ISO 9001:2015 compliance, cloud adoption, and enterprise architecture design**.

A strategic thinker with hands-on technical depth, focused on aligning IT initiatives with business growth and operational excellence.

CORE SKILLS

- **IT Infrastructure Management** – VMware, Proxmox, Windows Server 2019/2022
- **Cloud & Virtualization** – Azure, Google Cloud, NAS, Zabbix Monitoring
- **Cybersecurity** – FortiGate Firewall, Sophos, Trend Micro, VPN, ISO 27001 Audits
- **Networking** – TCP/IP, VLAN, Cisco & HP Switches, Meraki, Network Security Policies
- **IT Operations & Compliance** – ITIL Practices, ISO 27001:2022 & ISO 9001:2015
- **Project & Vendor Management** – Budgeting, Procurement, IT Asset Management
- **Leadership** – Cross-functional Team Management, Training & Mentorship

PROFESSIONAL EXPERIENCE

Yellowstone Myanmar Pvt Ltd (March 2024 - present)

AGM - Head of IT | *April 2026 – Present*

- **Strategic IT Direction:** Spearhead the overarching technology strategy for the organization, aligning IT infrastructure and digital transformation initiatives with executive business goals.
- **Department Leadership:** Direct a comprehensive IT department overseeing infrastructure, cybersecurity, and enterprise applications across a multi-office corporate environment.
- **Financial Management:** Control enterprise IT budgets, drive cost-optimization strategies, and lead high-stakes vendor negotiations to maximize ROI on technology investments.
- **Innovation & Scaling:** Champion the adoption of scalable cloud solutions, advanced cybersecurity frameworks, and automated workflows to future-proof organizational operations.

IT Manager | *March 2024 – March 2026*

- **Infrastructure Architecture:** Designed and deployed highly available enterprise IT infrastructure, leveraging VMware, Proxmox, Zabbix, NAS, and FortiGate environments across 10+ servers and 500+ systems.
- **Security & Compliance:** Enhanced corporate cybersecurity posture by 40% through robust firewall deployments, VPN configurations, and endpoint security protocols. Led successful **ISO 27001:2022** and **ISO 9001:2015** audits.
- **Enterprise Application Deployment:** Engineered and led the end-to-end deployment of an enterprise Human Resource Management System (Orange HRM) hosted on Windows Server 2019, utilizing IIS and SQL Server 2014, successfully digitizing core HR workflows.
- **Cost Optimization:** Negotiated key vendor contracts and optimized resource allocation, successfully reducing overall IT operational costs by 25% while maintaining strict SLA standards.

Hilton | Jaipur, Rajasthan, India

IT Executive | *May 2023 – March 2024*

- **Hospitality Systems Management:** Managed complex hotel IT infrastructure, ensuring 24/7 uptime for OnQ property management systems, digital check-in services, and core network servers.
- **Process Automation:** Streamlined IT operations and internal workflows, successfully achieving a 75% faster guest check-in process.
- **Audit Readiness:** Conducted rigorous internal IT audits, strictly ensuring compliance with global hospitality industry technology standards.
- **Vendor & Financial Management:** Control enterprise IT budgets, drive cost-optimization strategies, and lead high-stakes vendor negotiations to maximize ROI and enforce strict vendor SLA governance.
- **POS & KOT maintains**
- Digital checking, & upgrading the data center.

Dbug Lab Pvt Ltd | Mohali, Punjab, India

System Administrator | *April 2022 – April 2023*

- **Server & Cloud Administration:** Administered critical Windows and Cloud servers; configured Cisco Meraki appliances and enforced strict network security policies.
- **Business Continuity:** Orchestrated disaster recovery protocols utilizing Commvault for automated server backups and Splunk for proactive health monitoring, ensuring 99.9% system uptime.
- **Inventory Management, CCTV Maintained**
- **Symantec Antivirus server manager**
- Window installation, updating, path file, driver etc.
- Awarded Employee of the Month (Nov 2022)

DR ITM Limited | Mohali, Punjab, India

IT Engineer | *October 2021 – April 2022*

- **Network Engineering:** Configured and deployed enterprise routing/switching utilizing Cisco and HP switches, Sophos firewalls, and Windows Server 2012 R2 environments.
- **Asset Management:** Re-engineered IT asset lifecycle management processes, which directly reduced system downtime incidents by 20%.
- **Inventory Management**
- **Symantec Antivirus server manager**
- **CCTV and WhatsApp gold managing**
- Window installation, updating, path file, driver etc.
- Punjab Aadhaar save kander team lead overall 11 states of Punjab

Competent Synergies Pvt Ltd | Mohali, Punjab, India

Executive IT | *December 2020 – October 2021*

- Diagnosed and resolved complex network and server issues, consistently achieving 98% SLA compliance for issue resolution.
- Recommended and executed strategic infrastructure upgrades, boosting overall network performance by 15%.
- Provided comprehensive Level 1/Level 2 IT support for 3000+ active users, configuring Active Directory, enterprise email, and hardware assets.
- Delivered proactive monitoring and rapid troubleshooting to minimize operational downtime.

Silk Wedding Book | Mohali, Punjab, India

IT Support | *August 2018 – March 2020*

- Window Installation
- Hardware troubleshooting
- CCTV installation and troubleshooting
- Wi-Fi and internet checking
- LAN \ WAN and IO port maintenance

EDUCATION

Bachelor of Computer Applications (BCA)

Punjab Technical University | *2015 – 2018* | *CGPA 7.50*

CERTIFICATIONS

- ISO 27001:2022 (Information Security Management Systems) – Audit Exposure
- ISO 9001:2015 (Quality Management Systems) – Audit Exposure
- VMware Virtualization (Enterprise Hands-on Projects)
- Fortinet Firewall & Network Security

AWARDS & RECOGNITION

- Best Manager Award – Yellowstone (Dec 2025)
- Team Member of the Month – Hilton Jaipur (Sep 2023)
- Employee of the Month – Dbug Lab (Nov 2022)
- Best Team Lead – DRITM (Dec 2021)