ANEESH KUNIYIL
IT LEADER
RESIDENTIAL STATUS: SINGAPORE PERMANENT RESIDENT

██████████████████████ | www.linkedin.com/in/aneeshkuniyil | www.aneeshkuniyil.com

Proven track record in optimizing IT operations, driving digital transformation, and delivering exceptional results across Asia. Expert in developing and implementing IT roadmaps aligned with business objectives, enhancing service delivery, and achieving measurable outcomes. Successfully led 25+ complex projects, including cloud migrations and office expansions, consistently exceeding expectations in terms of time, budget, and quality. Specializes in ITIL-based service management, major incident resolution, and process improvement. Skilled in leading high-performing teams, fostering strong relationships with stakeholders and vendors, and driving organizational change.

KEY ACHIEVEMENTS

- **Digital Strategy and Execution:** Spearheaded the development and implementation of a digital transformation strategy, driving a 90% increase in employee productivity and reducing IT costs by 30%.
- **Service Operations & End-User Technology:** Improved service delivery through ITIL-aligned processes and innovative technologies, achieving an 80% increase in service performance, user satisfaction, and streamlined incident resolution.
- **Regional IT Infrastructure Optimization:** Established and managed a robust IT infrastructure across the Asia region, ensuring optimal performance, security, and scalability.
- **Cross-Functional Collaboration & Change Management:** Led cross-functional collaboration with regional business units to deliver digital solutions aligned with strategic goals, driving business growth and successful change management.
- **Standardized IT Policies & Governance:** Developed and enforced standardized IT policies, governance models, and security protocols across the region, streamlining administration, enhancing user experience, and promoting seamless office collaboration.

PROGRESSIVE ACCOLADES

- Led a team to achieve the Best Department for Accountability Award company-wide for three years in a row (2021, 2022, 2023).
- Received the Best Support Staff Award (2012, 2013, 2014)
- Delivered consistent excellence, leading the department to win the Best Performing Department award four years in a row (2015-2019).
- Recognized as 'Best Promising Staff' in my first year at the firm (2010)

CORE SKILLS & EXPERIENCE

- **Cross-Functional Leadership**
- **IT Service Delivery & Management (ITIL)**
- **Digital Transformation & Automation**
- **People Management & End-User Training**
- **Team Building**
- **Cloud Technologies (O365, AWS, GWS)**
- **Business Analysis & IT Roadmaps**
- **IT Project Management**
- **Regional IT Infrastructure Management**
- **Cybersecurity**
- **Vendor Management**
- **IT Policy & Governance**

EDUCATION

- Bachelor of Information Technology (Major in Computer Security and Network Administration & Design): 2011
- Advanced Diploma in Information Technology: 2009
- Diploma in Information Technology: 2008
- Member of Golden Key International Honor Society - for Academic excellence

PROFESSIONAL CERTIFICATIONS

- **Certified ScrumMaster® (CSM®)**
- ICAgile **Certified AGILE Professional (ICP)**
- **ITIL 4 Foundation** Certificate in IT Service Management
- **Project Management Professional Certification** (PMI) - on-going
- AGILE Approach in Project Management
- Microsoft Certified Systems Engineer - MCSE
- Microsoft Certified Technology Specialists – MCTS
- LinkedIn Learning Certifications:
  - **Creating Your IT Strategy**
  - **IT Service Management ISO20000**
  - IT Service Management Foundations Change Management
  - IT Service Management Foundations Problem Management
  - Power BI Essential Training
  - ServiceNow Basic Administration

IT MANAGER AT MIRANDAH ASIA GROUP OF COMPANIES | JULY 2011 - PRESENT

- **Successfully led a hybrid cloud deployment project** across 6 Asian offices, **resulting in a 30% reduction in IT costs and 90% increase in productivity and collaboration.** Standardized IT infrastructure with Office 365, Azure, Exchange Online, iManage DMS, Microsoft Teams, SharePoint, and OneDrive.
- **Spearheaded a seamless work-from-home (WFH) transition** during COVID-19 by redesigning network infrastructure, configuring VPNs, and conducting staff training. Ensured uninterrupted business continuity and operations.
- **Drove a successful paperless office initiative**, transforming 6 offices in Asia from 100% paper-intense offices into 80% paperless environments in 2018, playing a pivotal role in business continuity during COVID-19.
- **Increased efficiency and productivity by 90% through digitization and automation initiatives.** Streamlined operations across all offices in Asia, implementing a global case and invoice management portal and optimizing CRM, billing systems and document management systems.
- **Managed successful office relocations in Singapore, Thailand, Indonesia, and setting up a new office in India, collaborating with local vendors** to design and implement efficient office spaces, networks, and critical systems.
- **Delivered 25+ key projects within budget and on time,** including CRM revamps, website redesigns, and automation initiatives. **Optimized IT staff and vendor resources to meet contractual obligations.**
- **Enhanced knowledge management by designing and customizing** the iManage Document Management System.
- **Improved operational efficiency by serving as a liaison** between end-users, technology experts and management.
- **Modernized IT infrastructure by migrating** from Microsoft Windows Network and File servers to 2019 versions and transitioning to Office 365 & Exchange Online.
- **Fostered a positive work culture, reducing IT department attrition through regular department meet-ups and enhancing collaboration and team cohesion.**
- **Ensured IT security and compliance by implementing comprehensive policies, SOPs, and guidelines across Asian offices** to safeguard digital assets, enhance information security, and meet industry standards.

NETWORK ADMINISTRATOR | MIRANDAH ASIA PTE LTD | SEPT 2010 TILL JULY 2011

- Oversaw IT infrastructure in our Singapore office, delivering exceptional support and staff training on IT systems and policies.
- Played a crucial role in transition from MDaemon Email server to Microsoft Exchange, optimizing the server for performance and high availability.

EARLY CAREER

- ASSOCIATE TRAINER | GENETIC COMPUTER SCHOOL | Singapore | 2012 – 2013 (Part Time)
- TOOLING ENGINEER/DEPARTMENT HEAD | INZIGN PTE LTD. | Singapore | 2007 – 2010

TECHNICAL EXPERIENCE

- **Cloud Computing:** Microsoft O365, Google Workspace, AWS
- **Microsoft Technologies:** Office 365, Hyper-V, Active Directory, DNS, DHCP, Layer 2/3 Switching, Routers, WAN/LAN, Network Access Control (NAC)
- **Storage Solutions:** Dell EMC, HP Servers, Synology NAS
- **Database Management:** MySQL, Microsoft SQL Server
- **Office Productivity Tools:** Microsoft Office 365 Suite, OneDrive, SharePoint, Teams
- **Security & Business Continuity:** Sophos Firewalls, Sophos Intercept X, Veeam Backup, Microsoft Intune, SCCM, Microsoft Defender, Barracuda Cloud Archiver
- **SaaS & Remote Support:** TeamViewer, AnyDesk, GoTo Resolve, LogMeIn
- **Other:** MacOS & iOS, Zoom, Google Meet, Slack, ServiceNow, ITIL Service Delivery Processes, Content Management System (CMS)

INTERESTS AND HOBBIES

- Indian classical dancer - training & performing for over 20 years
- Yoga Teacher and Meditation Facilitator
- Online writing / Blogging