



ARUN APPUKUTTAN

IT SYSTEM ADMIN / CIO



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SUMMARY

Experienced IT Administrator with over 8 years of expertise and a strong background in healthcare technology management, IT regulatory compliance, and IT infrastructure and maintenance. I have successfully led teams of 100+ staff, improving system performance by 60%, enhancing data quality by 25%, and reducing operational risks by 15%. Skilled in managing complex projects, streamlining processes, and reducing costs through effective vendor management.

I am focused on leveraging technology to drive efficiency, minimize downtime, and boost productivity. With strong leadership, communication, and problem-solving skills, I thrive in fast-paced environments, delivering impactful results while ensuring compliance and continuous improvement.

WORK EXPERIENCE

Chief Information Officer - The Heart Medical Center, Al Ain, Abu Dhabi, UAE Jul 2022 - Aug 2024

- **Leadership & Compliance:** Led a team of 100+ staff, managing a substantial operating budget, and ensured adherence to ADHICS standards, regulatory compliance, and internal audit processes related to IT.
- **Infrastructure & Modernization:** Designed and implemented robust IT infrastructure for a 100-person company, enhancing system performance by 60% and increasing server reliability from 75% to 99%.
- **Operational Efficiency:** Implemented preventive maintenance strategies, reducing equipment downtime by 20% and enhancing department productivity by 20% through training programs and best practices.
- **Data Governance & Risk Management:** Established data governance protocols, improving data quality by 25% and reducing operational risks by 15%.
- **Project Management:** Successfully managed complex IT projects involving multiple stakeholders, including the rollout of Clinical Information Systems, coordinating with executive leadership for smooth integration.
- **Cost Savings & Vendor Management:** Negotiated vendor contracts to secure competitive pricing, and deployed backup systems with disaster recovery capabilities to protect critical data assets.

IT System Administrator - Motor Vehicles Department Kerala, Wayanad, India Mar 2019 - Apr 2022

- Installs/upgrades/patches existing footprint when new versions become available and configures peripherals, services, settings, directories, and storage following standards and project / operational requirements,
- Performs daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems, and key processes, reviewing system and application logs, and verifying completion of scheduled jobs
- Managing Active Directory, DNS, and DHCP, Installing, configuring & troubleshooting various devices and LAN & WAN.
- Responsible for routine maintenance activities such as Monitored installation, integration, configuration, and maintenance of the IT system for 0% downtime

Assistant System Administrator - High Court of Kerala, Cochin, India

Feb 2014 - Mar 2019

- System Administration, monitoring the system performance, maintaining backups, managing and maintaining server and thin client systems
- Attend the problems associated with the systems and ensure that the vendors are providing the correct services to the system,
- Supporting users and network administrators over the telephone and by email. Configuration and testing of any new hardware and software.
- Installation & maintenance of Operating Systems, Office tools, customized applications, etc.

Desktop Support Engineer L1&L2- Trichur Computer Center Pvt Ltd, Kochin, India Jan 2012 - Feb 2013

- Monitored system performance metrics to ensure optimal operation of all IT resources within the organization.
- Provided customer service by responding promptly to requests from internal and external customers.
- Installed operating systems such as Microsoft Windows 7, 8, 10, Mac OSX and Linux distributions. Configured and installed hardware components such as PCs, laptops, printers and other peripherals.
- Deployed imaging solutions to quickly setup multiple workstations with identical configurations.

IT Customer Support Engineer - Excel Infotech Pvt Ltd, Kochin, Kerala, India Jan 2012 - Feb 2013

- Utilized knowledge of computer systems, networks, and hardware components to diagnose technical problems.
- Handled escalated customer complaints with professionalism, providing resolution in a timely manner.
- Maintenance of PCs and networks for users. Installation & configuration of workstations and servers. Installation & configuration of peripheral devices on the network.
- User-end support and troubleshooting for network and application. Installation and Configuration of Hardware and Software.

SKILLS

- IT Architecture & Infrastructure Management
- IT Compliance & IT Governance
- Information Security & Data Security
- System Security Implementation
- Technology Evaluation & Implementation
- Operating System & Application Software Management
- Firewall Configuration & Management
- Google Workspace & Office 365 Management
- Windows Administration & Management
- Active Directory Management & User Management
- Onboarding & Offboarding
- Helpdesk software & Remote Troubleshooting
- Patch Management & Incident Management
- End Point Configuration & Management
- Desktop trouble shoot, Support & User Support
- Antivirus installation & Management
- Avaya System Management & Support
- Vendor Management & Coordination
- Hospital Information Systems Knowledge - Insta By Practo, Simplex HIMES, Cortex

EDUCATION & CERTIFICATION's

- **Bachelor of Computer Science**, Bharathiar University **May 2016**
- **Diploma in Electronics Engineering**, Board of Technical Education **Apr 2010**
- **Certified Ethical Hacker v11**, EC Council
- **Certified Penetration Tester**, Red Team Hacker Academy
- **Certified SOC Analyst**, CTG Solutions

LANGUAGES

- English
- Malayalam

ADDITIONAL INFORMATION

- Driving License : UAE, INDIA
- Nationality : Indian
- Visa Status : Employment Visa (Cancelled)