

Shivaprasad Shetty

Senior IT Professional | Infrastructure, Cybersecurity & Digital Transformation

Address: 2008, Mag 214, Cluster R, JLT, Dubai, UAE

Phone: +971-505-942463 E-mail: shivaprasadsf@gmail.com



EXECUTIVE SUMMARY

Senior IT professional with 19+ years of progressive experience across IT infrastructure, cybersecurity, systems administration and digital transformation in the UAE, India and multi-country operations spanning the UK, Qatar and KSA. Career trajectory has moved steadily from hands-on engineering into strategic ownership — securing critical business systems, leading IT operations teams, and now advising organizations on IT strategy as an independent consultant. Combines deep, hands-on infrastructure and security expertise with modern digital capability (cloud, ERP, AI-assisted development) — equally effective as a Senior IT Administrator or Senior IT Engineer driving technical execution, or as an IT Manager/IT Director owning enterprise technology and security strategy.

19+ Years at a Glance

- Helpdesk Engineer → Systems/Network Administrator → IT Operations Manager → IT Strategy Consultant
- 700+ users supported across Dubai, Abu Dhabi, London, Mumbai, Qatar & KSA
- Cybersecurity ownership: DLP, endpoint protection, threat detection, ISO/PCI compliance support
- Led teams and vendor relationships; delivered measurable cost savings through vendor renegotiation
- Modern digital toolkit: cloud migration, Odoo ERP, WordPress/Shopify, AI-assisted ("vibe coding") automation

CORE EXPERTISE

Cybersecurity & Risk

- Endpoint Protection (SOPHOS) & Firewall Management
- DLP Policy Design & Enablement
- Threat Detection, Monitoring & Antivirus Governance
- VPN, Network Segmentation & VLAN Management
- ISO & PCI Compliance Support
- Identity & Access Management (Active Directory)
- Backup, DR & Business Continuity

Digital & Emerging Technology

- AI-Assisted Development ("Vibe Coding") & Automation
- Website Development, WordPress & Shopify
- Odoo ERP Consulting & Implementation
- Cloud Migration & Hybrid Infrastructure
- Microsoft 365 & Modern Workplace
- Digital Marketing Fundamentals

IT Leadership & Strategy

- IT Strategy & Roadmap Planning
- Team Leadership & Mentoring
- Vendor & Contract Negotiation
- Budget & Cost Optimization
- Cross-functional Stakeholder Management
- Multi-Country Operations (UAE, KSA, Qatar, UK, India)
- Change & Project Management

Infrastructure & Operations

- Server, Network & Virtualization Management
- Helpdesk Operations (ZOHO, Net Helpdesk, CA UNI Centre)
- CCTV, Biometrics & IT Peripherals
- Email Systems (Exchange, Google Apps, O365, cPanel)
- Windows / Mac / Linux Environments
- IT Asset & Inventory Management

WORK HISTORY

Jul 2025 - Present

Freelance Information Technology Consultant

Freelance | Self-Employed

Full-time · Remote or Hybrid · 1 yr 2 mos

IT Strategy & Planning • Odoo Consulting & Implementation • AI Solutions & Automation • Cloud Solutions & Migration • Cybersecurity Planning & Implementation • IT Infrastructure & Systems • Network & Server Solutions • Microsoft 365 & Business Technology • Website & WordPress Solutions • Remote IT Support & Consulting • Vendor & Implementation Management

Jul 2024 - Jul 2025

IT Support Officer

VSP, Dubai

- Led security operations for critical petroleum trading & terminal systems — enabled DLP policies, deployed

	SOPHOS endpoint protection, and drove threat detection & compliance initiatives. - Directed IT infrastructure spanning network switches, Office 365, virtualization, CCTV, biometrics and servers supporting energy-sector operations. - Administered the Odoo ERP suite for Finance, HR and Accounts departments. - Optimized cloud-based services for high availability and scalability across oil & gas operations. - Owned corporate website security, performance and content strategy for new business entities; partnered with stakeholders to cut costs and modernize IT via cloud, automation and AI.
Mar 2015 – Jul 2024	Senior System Administrator ITP Media Group, Dubai - Delivered IT and security support to 700+ users across Dubai, Abu Dhabi, London, Mumbai, Qatar and KSA. - Managed SOPHOS Firewall — gateway security, traffic monitoring and VPN administration. - Administered network switches/VLANs including the core switch, plus Active Directory account lifecycle and desktop provisioning. - Enabled secure WFH via Citrix Workspace; managed O365 mail administration and Net Helpdesk ticketing. - Ran regular antivirus/threat audits to keep the environment threat-free; stood up temporary IT infrastructure for major events (GITEX, Gulf Food) at Dubai World Trade Centre.
Mar 2013 – Mar 2014	Assistant Manager – IT Operations Fractal Analytics, Mumbai - Led a team of 4 engineers and a coordinator, managing daily IT operations end-to-end. - Contributed to achieving ISO and PCI security certifications; deployed ZOHO Manage Engine Plus ITIL helpdesk. - Negotiated with hardware vendors and ISPs to secure competitive pricing. - Administered Office 365, Citrix HSD virtual machines, and infrastructure spanning AD, Hadoop and database servers. - Drove process improvement — built GPO-based deployment, IT process flowcharts and a video-based knowledge base.
Dec 2010 – Nov 2011	IT Services Administrator Servcorp, Abu Dhabi Administered Windows Server, AD, Exchange and network systems; delivered day-to-day IT support to 50+ enterprise clients across the Middle East, including DOT (Aviation), JP Morgan, Bank of America and Bank of Montreal.
Aug 2008 – Dec 2010	Helpdesk Engineer Emirates Computers, Abu Dhabi Managed helpdesk dispatch and quality assurance for desktop/laptop support engineers; served as the UAE point of contact for Dell Consumer Products as a Dell Gold Partner company.
Jul 2006 – Jul 2008	System Support Engineer Hostway Solutions Pvt. Ltd, Mumbai Owned all technical operations independently — servers, desktops, VOIP and backup (BACULA); delivered a 150-user VOIP rollout and drove vendor renegotiation that generated significant cost savings.
Jun 2004 – Jul 2006	Assistant Systems Engineer Directi Pvt Ltd, Mumbai Built and maintained server/desktop infrastructure across VSNL data centres, including RAID configuration, OS staging and network connectivity for new deployments.

ACADEMIA

- Higher Secondary Certificate (H.S.C.) — SDPT Pre University College, Kateel, Mangalore (Apr 2000)
- Secondary School Certificate (S.S.C.) — SDPT High School, Kateel, Mangalore (Apr 1998)

PERSONAL INFORMATION

- Date of Birth: 11/02/1983
- Nationality: Indian
- Visa Status: Sponsored Visa, UAE
- Languages: English, Hindi, Tulu & Kannada

IT CERTIFICATIONS

- VMware Certified Professional 510 (VCP 510)
- Dell Certified Systems Expert (DCSE 2010)

PROFESSIONAL TRAININGS

- Diploma in Computer Hardware, Networking & Multimedia — Govt. Polytechnic (2003)
- CCNA Certification Training — Router Mania Technologies, Mumbai (2005)
- VMware vSphere: Install, Configure, Manage [V5.0] — GT Enterprises, Bangalore (2012)
- Master Class in Wireless Security & Hacking — Dubai (2016)
- Stress & Time Management Seminar — Dubai (2016)
- Digital Marketing Diploma — Shaw Academy, UK (2015)