

RATHEESH SUNDARESAN

IT Administrator | ERP & Business Systems Specialist | Digital Transformation

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UAE Resident Visa | Notice Period: 30 Days

PROFESSIONAL SUMMARY

Results-driven IT Administrator with 8+ years of experience across UAE and India, specialising in IT operations, system administration, ERP implementation, Microsoft 365 administration, and digital transformation. Proven track record supporting 200+ users, delivering Power BI reporting, managing multi-vendor environments, and improving infrastructure reliability. Holds ITIL v5 (AI-integrated) certification from PeopleCert. Adept at aligning IT operations with business objectives across FMCG, retail, warehouse, and ecommerce environments.

TECHNICAL SKILLS

IT & Systems: IT Administration, System Administration, IT Operations, Helpdesk & User Support, ITSM

Microsoft: Microsoft 365, Exchange Online, Teams, SharePoint, Azure AD / Entra ID (Basic)

ERP: Wisdom ERP, Tally, Hotsoft (Hotel PMS)

Infrastructure: LAN/WAN, DNS, VPN, Fortinet Firewall (Basic), NAS, Veeam Backup, BioTime

Ecommerce & Web: WordPress, WooCommerce, Cloudflare, Payment Gateway Integration

Data & Reporting: Power BI, Advanced Excel, MIS Reporting

Certifications: ITIL v5 (PeopleCert, 2026 — AI-integrated), Cisco Cybersecurity (Intro)

PROFESSIONAL EXPERIENCE

IT Administrator / Digital Transformation Lead

Dec 2022 – Present

Sidco Foods Trading LLC — Dubai, UAE | Mid-sized FMCG & ecommerce trading company

- Manage end-to-end IT operations across retail, warehouse, and ecommerce business units, supporting 200+ users with consistent uptime above 98%.
- Administer Microsoft 365 suite including Exchange Online, Teams, and SharePoint; implemented security hardening measures reducing phishing incidents by an estimated 60%.
- Led Wisdom ERP implementation and ongoing optimisation, streamlining procurement-to-payment workflows and reducing manual processing time by approximately 30%.
- Developed Power BI dashboards and MIS reports enabling real-time visibility into sales, inventory, and operational KPIs for senior management.
- Managed Azure AD / Entra ID for user identity and access management, enforcing MFA and conditional access policies across the organisation.
- Oversaw ecommerce infrastructure including WordPress/WooCommerce platform, Cloudflare CDN, and payment gateway integrations, ensuring 99%+ availability.
- Maintained Veeam backup systems and NAS infrastructure, achieving near-zero data loss with automated daily backup routines.
- Managed IT vendor relationships, negotiated contracts, and coordinated service delivery, resulting in an estimated 15% reduction in IT operational costs.
- Deployed and maintained Fortinet firewall and VPN solutions to secure remote access across business locations.

EDP Manager / Head of IT

2021 – 2022

Quilon Beach Resort — Kerala, India | Full-service hospitality property

- Managed complete IT infrastructure including Hotsoft PMS, network, CCTV, telephony, and workstations across the property.
- Ensured system availability for front-desk, housekeeping, and F&B operations; reduced guest-impacting IT incidents by implementing a preventive maintenance schedule.
- Supervised IT team and coordinated with vendors for hardware procurement and software licensing.

Network Technician / IT Support Engineer

2016 – 2021

Chaithanya Systems — Kerala, India | IT Infrastructure & Networking Solutions Provider

- Delivered on-site IT support, network installations, and infrastructure troubleshooting for a portfolio of SME clients across sectors including retail, education, and healthcare.

- Installed and configured LAN/WAN networks, CCTV systems, and workstations; maintained SLA-based support agreements for 20+ client accounts.

IT Support Assistant

2015 – 2016

Adithya Infotech — Kerala, India

- Installed, configured, and maintained desktops, laptops, printers, and CCTV systems for business and residential clients.

KEY PROJECTS

- **Full-cycle deployment covering modules for procurement, inventory, sales, and finance; trained end users and reduced manual data entry by ~30%.**ERP Implementation & Optimisation (Wisdom ERP):
- **Configured conditional access, MFA, DLP policies, and Exchange Online protection across 200+ user accounts.**Microsoft 365 Security Enhancement:
- **Built executive dashboards consolidating data from ERP, sales, and inventory systems for real-time business intelligence.**Power BI Reporting System:
- **Set up and managed WooCommerce store with Cloudflare integration and payment gateway connectivity, supporting online revenue channel.**Ecommerce Platform Management:
- **Unified network, NAS, and backup systems across retail and warehouse sites, improving disaster recovery readiness.**IT Infrastructure Consolidation:

KEY ACHIEVEMENTS

- Maintained IT uptime above 98% for 200+ users across multiple business units through proactive monitoring and incident management.
- Reduced phishing and security incidents by an estimated 60% following Microsoft 365 security hardening and MFA rollout.
- Cut manual ERP processing time by approximately 30% through workflow automation and user training post-implementation.
- Delivered Power BI dashboards adopted by senior management as the primary reporting tool within 3 months of deployment.
- Achieved an estimated 15% reduction in IT vendor costs through competitive procurement and contract renegotiation.

EDUCATION & CERTIFICATIONS

Bachelor of Computer Applications (BCA)

Advanced Diploma in Laptop Chip-Level

Higher Secondary

ITIL v5 — PeopleCert (2026) | AI-integrated IT service management framework

Cisco Cybersecurity Essentials (Intro)

LANGUAGES

English — Fluent | Hindi — Fluent | Tamil — Working Proficiency | Malayalam — Native