

VIBIN VARGHESE

Technology Lead — Infrastructure, Cybersecurity, Cloud & AI Orchestration

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PROFESSIONAL SUMMARY

Senior IT leader with 12+ years delivering enterprise technology end-to-end across the UAE, Europe, and South Asia — including infrastructure design, server topology, network architecture, cybersecurity, Microsoft 365 / Azure cloud, ISO 27001 governance, and AI-driven automation. Currently leading IT and digital transformation at **Archcorp Creative Technologies**, Dubai, with full ownership of IT budget, MSP/vendor management, and a small technology team. Open to **Technology Lead, Head of IT, IT Manager and Transformation Lead** roles across the UAE and EU.

CORE SKILLS & TECHNOLOGIES

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| Infrastructure: | Windows Server 2016/2019/2022, Hyper-V, VMware vSphere, Active Directory, Group Policy, DNS, DHCP, DFS, SCCM, Microsoft Exchange, Linux, NAS, SAN, MSA storage, HPE servers, QNAP, APC UPS |
| Networking: | Cisco switches & routers, Ubiquiti UniFi, FortiGate 200F & 120F firewalls, Sophos, SD-WAN, VLAN segmentation, site-to-site VPN, structured cabling, fibre, ELV / low-voltage systems, wireless network design, captive portal, TCP/IP, routing & switching |
| Cybersecurity: | Cloudflare Zero Trust, Darktrace, Guardz, SentinelOne EDR, Microsoft Defender, ISO 27001 ISMS, VAPT, SOC operations, incident response, phishing containment, DLP, data activity monitoring, insider risk, Microsoft Purview, 360° endpoint protection, WAF, MFA, Conditional Access |
| Cloud & Identity: | Microsoft Azure (AZ-104), Azure IaaS, Azure VPS, Azure Backup, AWS, Microsoft 365 (Business Premium, E3, E5), Entra ID (Azure AD), Microsoft Intune MDM, Hexnode MDM, BYOD framework, SharePoint Online, OneDrive, Teams |
| Voice & UC: | Zycoo IP-PABX, 3CX, Microsoft Teams Voice, SIP trunking, Direct Routing, Yealink, IP speaker systems, digital reception, Panasonic TDA / Mediatrix migration |
| AI & Automation: | Microsoft Copilot, Copilot Studio agents, Power Automate, Power Apps, Power BI, Claude, Google Gemini, Grok, Google Vertex AI, OpenAI, deployed MCP services, flow makers, Microsoft Business Central ERP, custom ITSM platform |
| Backup & DR: | Veeam Backup & Replication, Veeam Cloud Connect, Azure Backup, 3-2-1-1-0 backup strategy, immutable repositories, replicated DR sites, tested failover runbooks, RPO/RTO design |
| Endpoints & Print: | Windows 10/11, macOS (ACSP), iOS, Android, signature solutions, custom PC builds, Meta Quest VR, Xerox Workflow Central (XWC) cloud print topology, pull-print, identity-bound release, mobile/BYOD printing |
| Design-Tech IT: | IT lead for Autodesk Forma and Autodesk Construction Cloud (ACC) — identity, access, ACC API integration, custom supporting platforms (not a BIM role); Revit / Twinmotion workstation engineering |
| Service & Leadership: | ITIL v4, Jira ITSM, custom MSP-grade ITSM platform, SLA design, vendor/MSP management, contract negotiation, team leadership, stakeholder management, ISO 27001 audit prep, technology roadmap, change management, project delivery |

PROFESSIONAL EXPERIENCE

Senior IT Engineer & Infrastructure Design Lead Jan 2024 — Present Archcorp Creative Technologies — Dubai, UAE

- Lead enterprise IT and digital transformation roadmap; manage technology team across infrastructure, support and projects; full IT budget ownership.
- Re-architected server topology and core network — clean rack rebuild, FortiGate edge, Cisco core, Veeam-backed DR; **cut renewals 40% and opex 35%** via MSP/vendor consolidation.
- Sole project lead for four overseas expansion sites — Lisbon, Portugal, Egypt and Sri Lanka — delivered remotely: connectivity, identity, MDM, governance.
- Built AI orchestration layer combining Copilot Studio, Claude, Gemini, Grok, Vertex AI and deployed MCP services behind a single flow-maker interface; led real-time response to a live phishing incident with minimal downtime.
- Leading **Microsoft 365 E5 migration** (Business Premium migration complete); rolled out Hexnode MDM, BYOD framework, DLP, 360° endpoint protection and a Zero-Trust WFH framework for GPU rendering teams.
- Built custom MSP-grade ITSM platform; delivered Xerox XWC cloud-print topology; tech lead supporting design teams on Autodesk Forma and Construction Cloud; voice modernised to Zycoo + 3CX + Microsoft Teams Voice.
- Migrated 134 Microsoft 365 accounts from EU to UAE tenant with full data residency compliance; led ISO 27001 ISMS preparation and third-party VAPT cycles.

IT Specialist & WMS Coordinator Nov 2020 — Dec 2023 Emirates Logistics — IKEA Distribution Centre, Dubai, UAE

- Owned IT operations and Tier 1-2 service desk for 500+ users in a 24/7 logistics environment; administered Active Directory, Microsoft 365 and Jira ITSM.
- Maintained SQL-integrated WMS and Customs applications; delivered **AED 120K annual saving** through a paperless WMS initiative.

Earlier Experience — System Administrator, IT Field Support & IT Support Dec 2013 — Oct 2020

- System Administrator** — Benair Air-Conditioning LLC, Dubai (May 2019–Oct 2020). Full ERP implementation; network administration; 20% uptime improvement.
- IT Field Support Executive** — Otis Elevators & Escalators, Kuwait (Feb 2015–Jan 2019). Customer-facing support across major commercial sites; 20% downtime reduction. **Bravo Award 2015–2017** and **Service Excellence Award 2017**.
- IT Support Executive** — Acumen Group (Pvt) Ltd, Ernakulam, India (Dec 2013–Dec 2014). 400+ broker clients on NSE/BSE/MCX; team-led Odin platform migration v8.1→v10.2 across five Indian stock exchanges.

CERTIFICATIONS, EDUCATION & LANGUAGES

Microsoft: Azure Administrator Associate (AZ-104), Microsoft 365 Administrator Expert (MS-102), MCSE Solutions Expert | **Cisco:** CCNA (CSCO12479272), CCNP Network Professional | **AWS:** Cloud Practitioner (CLF-C02) | **Apple:** Certified Support Professional (ACSP) | **Web:** HTML / CSS / Python (Microsoft Certified)

Education: BSc Computer Science — Kanpur University (2011); Diploma — Computer Application, ET&T Institution (2011); Diploma — Hardware & Networking, G-Tech Institute (2012). | **Languages:** English · Hindi · Malayalam. | **Other:** UAE driving licence · References on request · Full portfolio at **vvstudio.tech**