

VISHAL RAI

Bhopal, MP, India | +91-7000778717 | raivishal225@gmail.com | linkedin.com/in/raivishal225 | vishalrai.work

HEAD OF IT | DIGITAL TRANSFORMATION LEAD | CYBERSECURITY

Professional Summary

Strategic and results-driven IT professional with over 10 years of experience leading cross-functional teams of up to 30 personnel in infrastructure modernization, cybersecurity, and digital transformation. Proven track record of aligning IT initiatives with business objectives, optimizing annual budgets of up to ₹1-5 Cr, and deploying enterprise-grade solutions such as HRMS and ERP systems across organizations with 5,000+ end-users. Adept at mitigating risks, having successfully reduced security incidents by 50%, while delivering secure, scalable, and high-performance technology environments.

Core Competencies & Skills

- **IT Strategy & Operations:** Digital Transformation, Infrastructure & Cloud Management, ERP & HRMS Implementation, IT Budgeting & Vendor Management, Enterprise Email Security
- **Cybersecurity & Risk:** Cybersecurity Governance, Ethical Hacking, Network Security & Access Control (RBAC), CCTV Surveillance Integration
- **Leadership & Projects:** Cross-Functional Agile Team Leadership, Scrum Methodologies, Jira, Microsoft Project, Strategic Planning, Technical Requirements Gathering
- **Cloud & Systems Administration:** AWS (EC2, S3, RDS), Google Workspace & Microsoft 365 Administration, Linux & Windows Server Admin, cPanel/Plesk, DNS/Domain Config, PowerShell Scripting
- **AI & Automation:** GitHub Copilot, ChatGPT, Gemini, AI Productivity Workflows, AI-Assisted Automation

Professional Experience

IT Strategy & Operations Manager | Apta Talenta | Mumbai | March 2024 – Present

- Directed a 30-member cross-functional Agile engineering team to overhaul internal IT operations, delivering an enterprise-grade proprietary HRMS 20% ahead of schedule.
- Boosted recruiter productivity by 30% by deploying AI automation tools and orchestrating a zero-downtime migration of legacy candidate data into the new HRMS.
- Maintained 99.9% system uptime and accelerated the SDLC by optimizing AWS cloud environments (EC2, S3, RDS) and modernizing CI/CD pipelines.
- Reduced SaaS and infrastructure costs by controlling the IT budget, executing rigorous build-vs-buy analyses, and negotiating complex vendor contracts.
- Secured enterprise architecture by enforcing strict cybersecurity protocols and "compliance by design," mitigating risk across complex third-party vendor integrations.

Head of IT | LNCT Group of Colleges (JNCT Campus) | Bhopal | Nov 2020 – Feb 2024

- Reduced IT overhead costs by 34% by leading a campus-wide ERP implementation of a custom-built solution and migrating legacy systems to optimized cloud environments.
- Slashed security incidents by 50% by overhauling the cybersecurity posture with strict access controls (RBAC), network protocols, and comprehensive user awareness training.
- Directed end-to-end IT operations for a 5,000-user campus, overseeing infrastructure scaling, service delivery, and a cross-functional technical support team.

- Managed a ₹1-5 Cr annual IT budget, negotiating enterprise contracts and optimizing vendor relationships to maximize technology ROI.
- Engineered high-availability network infrastructure across an 80-acre campus, integrating a centralized CCTV network for real-time security monitoring.

IT Consultant / Digital Project Manager | Contract Projects | Mumbai | Feb 2019 – Oct 2020

- Delivered 20+ digital transformation projects across web and application ecosystems for a diverse portfolio of 40 national and international clients.
- Ensured 99.9% system uptime and high scalability by architecting robust hosting infrastructures and directing full-stack website development.
- Facilitated up to 400 monthly e-commerce orders by deploying integrated business suites, payment gateways, and customized executive dashboards.
- Drove a 20% increase in organic traffic and lead generation by spearheading targeted SEO initiatives and end-to-end digital marketing campaigns.

Early Career: Digital IT & Technical Operations | Feb 2015 – Jan 2019

- Digital IT Manager | Seven Wonders Promoters & Developers Pvt. Ltd. | Aug 2018 – Jan 2019
- Digital Marketing Manager | NNM Nextgen Advisory Pvt. Ltd. | July 2017 – Dec 2017
- Technical Support | Testclue East Consultancy House Pvt. Ltd. | Feb 2015 – Mar 2016
- Supported operational continuity for 40+ staff and agents by configuring and maintaining mission-critical property management systems and software suites.
- Enhanced brand visibility and generated 220 qualified leads monthly by orchestrating targeted multi-channel SEO, social media, and paid ad campaigns.
- Boosted audience engagement by 40% by designing and executing comprehensive digital marketing strategies across search, social, and email channels.
- Resolved an average of 25 technical tickets weekly, providing consistent tier-1 and tier-2 troubleshooting while developing responsive, CMS-based websites.

Certifications & Specialized Training

- **ISO & IT Management:** ISO/IEC 27001 Information Security Associate™, ISO/IEC 20000 IT Service Management Associate™, ISO 9001 Quality Management Systems Associate™
- **Cybersecurity:** Certified Ethical Hacker, Ethical Hacking Essentials (EHE), Network Defense Essentials, IT Infrastructure Defense, SQL Injection Mitigation
- **Agile & Business:** Certified Associate In Scrum Fundamentals™ (CASF™), SkillFront Entrepreneur Program™
- **Cloud & Systems Administration:** IT Linux Network Administration, Microsoft Windows Server 2019 – Hands-on Training, PowerShell Scripting Essentials

Education

Advanced Diploma in Desktop & Laptop Chip-Level Repairing

ECS Institutes of Digital Technologies | Hyderabad | 2017

Studies in Computer Science & Engineering

RGPV University | Bhopal | 2013 – 2016