

JISHNU JITH



EDUCATION

BCA

Bharathiyar University, India
2012 – 2015

SKILLS

- Active Listening
- Communication
- Customer Service
- Interpersonal Skills
- Leadership
- Management Skills
- Problem-Solving
- Budgeting & Cost Control

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ABOUT ME

With 10 years of hands-on experience in IT, I have developed strong expertise in system troubleshooting, network management, and infrastructure operations across both educational and enterprise environments. I specialize in managing and configuring complex network systems, including Cisco and Meraki infrastructure, and have in-depth experience with firewalls, VPNs, and network security protocols. My background includes working extensively with Microsoft Azure for cloud services and identity management, as well as administering Microsoft 365 platforms such as Outlook, Teams, SharePoint, and Power Apps. I have supported large-scale environments with hyperconverged systems like Nutanix and virtualization through VMware, while also managing backup solutions, disaster recovery planning, and IT asset control. With a solid foundation in cybersecurity and a proactive approach to IT service delivery, I focus on keeping systems secure, efficient, and aligned with evolving organizational needs.

EXPERIENCE

IT ASSISTANT MANAGER

Nord Anglia International School Abu Dhabi | 2024 – Present

Reporting directly to the Regional IT Manager, I oversee and maintain the school's entire cloud and network infrastructure, including firewalls, switches, access points, servers, and backup systems, ensuring consistent, secure, and high-performance connectivity across the campus.

Key responsibilities

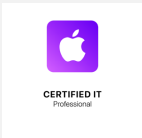
- Monitoring and optimizing network performance to reduce downtime and latency.
- Coordinating with the global IT team to align local infrastructure with Nord Anglia's group-wide technology standards.
- Providing Level 2/3 technical support to staff and faculty, ensuring smooth operation of all IT systems.
- Administering Microsoft 365 and Entra ID, including user accounts, licensing, and access control.
- Managing network security and surveillance systems, including FortiGate, Meraki, and CCTV.
- Leading or supporting IT projects including system upgrades, infrastructure expansions, and cloud service integrations.
- Supervising junior IT staff and providing guidance on technical tasks and best practices.

Budgeting and procurement

- Preparing and managing the annual IT budget, covering hardware, software licensing, renewals, and support contracts.
- Tracking spend against budget and forecasting future costs to keep IT expenditure controlled and predictable.
- Reviewing vendor quotations and preparing cost justifications to support purchasing decisions and approvals.
- Planning device lifecycle and refresh cycles to prioritize investment and avoid unplanned costs.
- Managing vendor relationships for hardware and service procurement.

CERTIFICATION

- Cisco Certified Network Associate (200-301 CCNA)
- Microsoft Certified Solutions Expert (MCSE)
- Apple Certified Support Professional
- Jamf Educator
- Mosyle Certified Admin
- Jamf School Certified Partner 2022
- Introduction to Cybersecurity Tools & Cyber Attacks (IBM)
- IT Service Desk: Customer Service Fundamentals (Coursera)



ICT ENGINEER

Universal American School | 2018 – 2024

I was responsible for managing a diverse range of critical IT systems, including Nutanix hyperconverged infrastructure, VMware environments, IBM and HP servers, SAN storage, Windows Servers, and enterprise-grade firewalls. I also oversaw networking components such as Cisco and Aruba access points, email security platforms, and comprehensive backup solutions.

My role required deep technical expertise as well as strong coordination skills. I maintained relationships with vendors, prepared business cases for new projects and product renewals, and ensured cost-effective and future-ready solutions were in place.

On the operational side, I provided end-to-end technical support to users across the organization. This included diagnosing and resolving hardware, software, and network issues; configuring and maintaining IT systems; and installing or upgrading devices and components.

CORE SYSTEM SPECIALIST

Deira International School | 2021 – 2022

I was responsible for managing a wide range of critical IT systems, including Nutanix hyperconverged infrastructure, VMware environments, IBM and HP servers, SAN storage, Windows Server platforms, firewalls, Cisco and Aruba access points, email security systems, and comprehensive backup solutions. I maintained and optimized these systems to ensure high availability, performance, and security across the organization.

- Troubleshooting and resolving hardware, software, and network issues to minimize downtime for end users.
- Configuring and managing network infrastructure to support organizational needs.
- Installing, upgrading, and maintaining hardware components and software applications.
- Delivering user support and training to enhance staff productivity and technical self-sufficiency.
- Managing vendor relationships, evaluating solutions, and preparing business cases for new projects, renewals, and technology upgrades.

IT & AV SUPPORT

GEMS American Academy | 2017 – 2018

As IT and AV Support within an educational institution, I maintained and troubleshooted the full range of IT infrastructure and audiovisual systems. I set up and ensured the smooth operation of computers, networks, projectors, smart boards, and PA systems, and provided direct helpdesk support to staff and students, resolving technical issues quickly to minimize disruption. I also assisted in onboarding and training users on new technologies, carried out regular system updates and equipment maintenance, and worked closely with departments to ensure technology met current instructional needs and long-term educational goals.

IT SUPPORT

GEMS First Point School | 2015 – 2017

I was responsible for maintaining and troubleshooting the full range of IT infrastructure and audiovisual systems. I set up and ensured the smooth operation of computers, networks, projectors, smart boards, and PA systems, and provided direct helpdesk support to staff and students, resolving technical issues quickly to minimize disruption. I also assisted in onboarding and training users on new technologies, carried out regular system updates and equipment maintenance, and worked closely with departments to support a reliable, future-ready learning environment.