

Jyotirmoy Bhowmik

Project Manager – IT Infrastructure & Network | Security | Cloud
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Professional Summary

- IT Infrastructure & Project Management leader with 15+ years of experience delivering secure, resilient enterprise infrastructure and technology programs across India and Nepal with multi-country coordination exposure (Singapore, Malaysia, Bangladesh, Australia).
- Strong track record in data center operations, disaster recovery transformation, cloud strategy and migrations (AWS/Azure), Microsoft 365 modernization, and large-scale network & security upgrades.
- Deep experience working with Industrial Control Systems (ICS) / SCADA environments—driving IT/OT connectivity, OT security roadmap planning, and segmentation initiatives aligned to IEC 62443 principles.
- Skilled in evaluating current-state environments (infra, network, security, IT/OT)—performing gap/risk assessment, defining target architecture (Landing Zone / hybrid), and building practical roadmaps to improve resilience, compliance, and service quality.
- Proven people leader and stakeholder partner—leading teams (4–16 members), vendors, and cross-functional groups; delivering outcomes through structured governance, documentation, SOPs, and audit readiness.
- Delivered automation and analytics outcomes including 30+ RPA bots and BI dashboards (Tableau/Power BI) to improve operational efficiency and reporting.

Core Competencies

- IT Infrastructure Operations: Data Center management, capacity planning, OS administration (Windows Server, RHEL), patching, troubleshooting, service continuity.
- Network & Security: Cisco/Juniper switching & routing, firewall administration (Palo Alto/Fortinet/Check Point), VPN, proxy/SASE (Zscaler), network segmentation and access controls.
- Cloud & Collaboration: AWS and Azure core services, Microsoft 365 (Exchange, Teams, SharePoint, OneDrive, Power BI), identity and access fundamentals.
- Disaster Recovery & Backup: DR strategy & testing, hybrid DR design, Commvault backup administration, geo-replication using HPE StoreOnce / enterprise storage.
- Virtualization & Platforms: VMware vSphere/ESXi, Hyper-V, Citrix, Red Hat Virtualization; SAP/ERP hosting support.
- Project/Program Management: Scope & planning, vendor management, procurement, budget tracking, risk management, documentation, stakeholder communication.
- Automation & Analytics: RPA (UiPath / AutomationEdge / Automation Anywhere), dashboards and reporting (Tableau/Power BI), process improvement.

Professional Experience

ITC Infotech India Ltd. (Seconded to Surya Nepal Pvt. Ltd.) — Kathmandu, Nepal

Project Manager & IT Infrastructure Team Lead | Sep 2016 – Present

Lead infrastructure operations and project delivery for enterprise Data Center, Disaster Recovery, ICS/SCADA and SAP ERP environments; manage vendors and coordinate global project teams to align technology outcomes with business objectives.

Key Responsibilities & Achievements

- Own end-to-end infrastructure delivery and operations across data center, DR, server platforms, and network/security services; ensure 24x7 service continuity through support governance (AMC/warranty/third-party).
- Drive cloud modernization and collaboration adoption—migrated enterprise productivity and core services to Microsoft 365 (E3/E5) with SharePoint/OneDrive integration.
- Modernized security posture by introducing Zscaler SASE to replace legacy proxy/VPN approach, strengthening secure remote access and web controls.
- Led evaluation and migration of Disaster Recovery from traditional architecture to hybrid virtual design with landing-zone approach, improving resilience and recovery readiness.
- Administer enterprise backup and resilience using Commvault with geo-replication on HPE StoreOnce to improve data protection and redundancy.
- Delivered automation at scale—deployed 30+ RPA bots across IT service desk and finance/reporting processes; improved cycle times and reduced manual workload.
- Built analytics and reporting capability—delivered Tableau/Power BI dashboards for sales, inventory, and performance reporting; enabled informed decision-making.
- Delivered IT/OT connectivity improvements for industrial environments supporting Utility Management (SCADA) and EHS sustainability initiatives; coordinated solution evaluation (IBM Maximo, Envizi, Conserve.AI, Gensuite) and stakeholder alignment.
- Maintain governance: IT policies/SOP adherence, documentation, training and audit readiness across infrastructure and security operations.
- Selected high-impact programs delivered/led (Critical/High):
 - Industrial OT Network Segmentation aligned to IEC 62443 principles.
 - Cloud Landing Zone Architecture Design.
 - Core Network Switch Lifecycle Replacement – EOL remediation.
 - Core Backbone Upgrade (1G to 10G).
 - Disaster Recovery Geo-Redundancy Migration.
 - Enterprise Backup & Storage Enhancement / Disk-Based Backup Modernization.
 - Microsoft 365 Enterprise Rollout + Intune/MDM procurement.
 - Network Access Control (RADIUS/802.1x) & AAA security implementation.
 - Infrastructure Observability Suite (Zabbix).
 - Unified Enterprise Wi-Fi 6 Rollout (Multi-Site).
 - Mission-Critical ERP Virtualization and Zero-Impact ERP OS Migration.

- RPA deployment (Attended/Unattended) scale-out + Finance/Service Desk automation.

Technology Environment: AWS; Azure; Microsoft 365; VMware; Hyper-V; RHEL; Windows Server; Cisco/Juniper; Palo Alto/Fortinet/Check Point; Zscaler; Commvault; HPE StoreOnce; Tableau; Power BI; UiPath/AutomationEdge/Automation Anywhere; Zabbix

Payoda Technologies Pvt. Ltd. — Aizawl, India

Senior Engineer – IT Infrastructure & System Integration | May 2014 – Sep 2016

Client: Mizoram State Data Centre, Mizoram State e-Governance Society (Govt. of Mizoram)

- Primary networking and security engineer for a state government data center; led a 12-member team supporting LAN/WAN, switching and firewall security for e-governance applications.
- Technical lead for RHEL Linux and SQL Server environments—installation, configuration, performance tuning, patching and availability management.
- Conducted requirement analysis and contributed to infrastructure upgrade design; coordinated vendors and procurement to optimize cost and timelines.

Global Innov Source (Sify Technologies) — Agartala, India

Assistant System Administrator Engineer | Jun 2012 – Apr 2014

Client: Tripura State Data Center, Tripura State e-Governance Society (Govt. of Tripura)

- Supported Tier-III data center operations within a 16-member team; administered RHEL server farms and network devices; handled patching, configuration changes and capacity planning.
- Assisted implementation of virtualization and backup systems; supported incident resolution and performance improvements.
- Created documentation and trained junior team members to standardize operational processes.

Education

- Master of Computer Applications (MCA), Tripura University — 2013
- Bachelor of Computer Applications (BCA), ICFAI University (Tripura) — 2010
- Higher Secondary (12th, Science), National Institute of Open Schooling (NIOS) — 2007

Additional Information

- Languages: Hindi, English, Bengali (Fluent)