

# ARJUN KAILAS SADASIVAN PILLAI

IT Support Manager | System & Network Administration | Cross-Cultural Team Collaboration

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## SUMMARY

With a passion for leading IT operations and a strong background in system and network administration, an eagerness to contribute to advancing IT management goals is evident. Expertise in diverse technologies and cross-cultural team collaboration skills ensure effective problem-solving and innovation. Previous management roles in both resort and corporate environments have honed a commitment to optimizing technology infrastructures and supporting growth objectives.

## EXPERIENCE

- 02/2024 - Present** • IT Support Manager  
Maldives **Sun Siyam Resorts Pvt Ltd**
- 04/2022 - 01/2024** • Information Technology Supervisor  
Doha, Qatar **Marriott International (Sheraton Grand Doha)**
- 10/2019 - 03/2022** • System & Business Analyst  
Maldives **Sun Siyam Resorts Pvt Ltd**
- 10/2016 - 10/2019** • Information Technology Administrator  
Male, Maldives **Sun Siyam Olhuveli Resort**
- 07/2015 - 06/2016** • System Engineer  
Kollam, Kerala **CYBERIA SOFTWARES PRIVATE LIMITED**

## SKILLS

Microsoft Windows Server	Cisco	Aruba Networks	Oracle PMS	Oracle Symphony	Office 365	Gsuite
Veritas Backup Exec	VMWare	ITSM	Web Development	GPON Networks	Service Now	MS / Oracle SQL
IT Support	Mitel / 3CX / Alcatel PABX	Checkpoint FW	Cloud Computing	Network Security	Huawei Networking	

## CERTIFICATION

- Cybersecurity Awareness Professional - CAPC**  
[Certiprof](#)
- 3CX Basic Certified Engineer**  
3CX
- Networking Devices and Initial Configuration**  
[Cisco](#)
- Introduction to Cybersecurity**  
[Cisco](#)
- Fortinet NSE 3**  
[Fortinet](#)
- Google IT Support Professional**  
[Google](#)

## EDUCATION

- 06/2014 - 05/2015** • Advanced Diploma in Hardware & Networking  
**Institute of Science Technology and Management**
- 05/2011 - 05/2014** • B.Sc. Computer Science  
**Annamalai University**



## LANGUAGES

English  
Proficient



Malayalam  
Native



Hindi  
Intermediate



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