

# Mithun Dandekar

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## SUMMARY

Results-driven IT Project & Cybersecurity Manager with 14+ years of success delivering complex infrastructure, network security, and cybersecurity projects in global enterprise environments across Australia and APAC. Proven track record of optimising IT service delivery, leading cross-functional teams, and enhancing enterprise security posture. Expertise includes SD-WAN, SIEM, EDR, cloud security, VAPT, and IT risk management. Holds multiple certifications across Azure, AWS, GCP, and Fortinet. Seeking IT leadership roles including IT Project Manager, Cybersecurity Project Manager, Network Security Manager, and IT Manager.

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## EXPERIENCE

### **IT Project Manager | Tata Consultancy Services | Australia | November 2022 – Present**

- Spearheaded the delivery of IT infrastructure projects, encompassing service assurance, evaluation, implementation, and data center operations, serving as the primary point of contact for integrated managed IT support services.
- Optimized resource allocation and utilization, leading to [Quantifiable improvement, e.g., cost savings, increased efficiency] in IT operations.
- Consistently delivered projects on time and within budget, meeting or exceeding all service level objectives (SLOs) outlined in Scope of (SOW).
- Collaborated with IT security auditors to ensure compliance, integrating Security Information and Event Management (SIEM) with IT Service Management (ITSM) tools, mitigating vulnerabilities identified through Vulnerability Assessment and Penetration Testing (VAPT), verifying physical IT assets, and drafting standard operating procedures (SOPs).
- Analyzed client information security landscapes, including IT and OT applications, infrastructure, and cloud environments, to identify and mitigate threats, vulnerabilities, and ensure alignment with legal and regulatory requirements.
- Led the delivery of IT infrastructure and cybersecurity projects, enhancing SLA adherence by 15% and reducing incident rates by 30%.
- Integrated SIEM and ITSM tools, remediating 95% of VAPT-identified vulnerabilities within SLA.
- Deployed SD-WAN, improving network uptime by 40% and bandwidth efficiency by 30% across multiple sites.
- Managed third-party vendor assessments, enhancing risk governance and supply chain security.

### **Sr. Manager – Network & Security | DMart – Avenue Supermarts Ltd | Mumbai Area, India · On-site | May 2019 – October 2022**

- The role involves overseeing the design, implementation, and maintenance of an organization's network and security infrastructure.
- Network Infrastructure Management, Security Infrastructure Management, Team Management, Vendor Management, Risk Management, Incident Management, Compliance Management, VC Management and Budget Management.
- Implemented enterprise-wide WebEx video conferencing reducing travel costs by 40% and enhancing remote productivity by 25%.
- Led end-to-end VAPT audits; achieved full closure on critical vulnerabilities identified by external auditors.
- Directed network and security operations for 380+ branches, supporting 10,000+ users, achieving 99.9% uptime.
- Executed deployment of 1,500+ wireless access points across sites, boosting network reliability by 40%.

### **Lead Telecommunications & Network – APAC & SA | Bayer | Mumbai Area, India · On-site | April 2018 – April 2019**

- Overseeing telecommunications and network infrastructure projects in the APAC & SA regions, ensuring that projects completed on time, within budget, and to the required quality standards.
- Managing the budget for telecommunications and network infrastructure in the APAC & SA regions, ensuring that resources allocated effectively and efficiently.
- Developing and implementing policies, procedures, and controls to ensure compliance.
- Leading a team of telecommunications and network professionals, providing guidance, mentoring, and training to team members.
- Managing relationships with vendors and service providers, negotiating contracts, and ensuring that vendors deliver quality services and products.
- Standardized network operations and reduced incident response times by 30% across locations.
- Delivered network projects across 12 countries in APAC & SA, improving service availability by 20%.

### **Senior System Administrator | Nomura | Mumbai Area, India · On-site | November 2016 – March 2018**

- System Administration, Performance Monitoring and Optimization, Security Administration, Backup and Recovery Management, Mobile Device Management, Documentation, Patch Management, Network Administrator, Application Management etc.
- Supported 4,000+ users, resolving 95% of technical incidents within SLA.
- Technical support in MDM issues and configuration of MDM on users' mobile devices.
- Led SCCM patch management and MDM configurations, reducing endpoint vulnerabilities by 25%.
- Drafted and enforced SOPs, enhancing compliance and standardization.

### **Senior Technical Support Engineer | Orient technologies Pvt Ltd | Mumbai Area, India | February 2011 – October 2016**

- Administered Checkpoint Firewall and optimized link bandwidth operations, safeguarding data backup and recovery procedures, while providing technical support for Lotus Notes, Ramco ERP, and Tally, enhancing application uptime by 30%.
- Developed and implemented a comprehensive IT support strategy reducing system downtime by 30%, while enhancing user satisfaction through effective management of IT infrastructure operations and active collaboration with external Frankfurt IT teams.
- Spearheaded a team of 8 support engineers in delivering advanced troubleshooting solutions, leading to a 50% reduction in critical issue resolution time and improving overall service efficiency through the integration of automated diagnostic tools.

### **IT Analyst | Wipro Infotech Ltd | May 2010 – Feb 2011 · 10 mos | May 2010 – February 2011**

- Provided comprehensive technical support to HDFC Bank stakeholders across India, ensuring the smooth operation of critical IT systems and infrastructure.

- Actively monitored and maintained systems and networks to maximize uptime and prevent potential issues.
- Meticulously managed hardware and software inventories, ensuring accurate records and optimal resource allocation.
- Implemented robust backup strategies for servers to mitigate data loss and ensure business continuity.
- Demonstrated advanced troubleshooting skills to effectively diagnose, resolve, and document system issues.
- Conducted thorough follow-up with clients to confirm complete resolution of technical problems and ensure satisfaction.
- Evaluated and assigned support requests, utilizing service management tools to maintain queue efficiency and escalate high-priority incidents.

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## PROJECTS

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### Key Projects

- Cybersecurity Framework Implementation – Reduced vulnerabilities by 40%, deployed CrowdStrike EDR, and improved SIEM monitoring.
- SD-WAN Deployment – Cut downtime by 40%, enhanced bandwidth efficiency by 30%.
- WebEx Deployment – Implemented across 350 sites, saving 40% travel costs.
- Access Point Rollout – Deployed 2,000+ APs, boosting network reliability by 40%.
- Network Optimisation – Improved speed by 50%, reduced latency by 40%.
- IT-OT Web Application – Reduced manual reporting by 40%, integrated SAP with GCP.
- 802.1x Implementation – Successfully rolled out 802.1x authentication across 600+ switches, significantly enhancing network access security and compliance.

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## EDUCATION

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Bachelor of Commerce (B.Com.), | University of Mumbai | Minor in Accounts, Economics, Tax, Export | Mumbai | 2008

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## CERTIFICATIONS

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Microsoft Certified: Azure Network Engineer Associate | Microsoft | 2025

Microsoft Certified: Fabric Data Engineer Associate | Microsoft | 2025

Microsoft Certified: Azure Administrator Associate | Microsoft | 2024

Microsoft Certified: Security Operations Analyst Associate | Microsoft | 2024

Microsoft Certified: Azure Security Engineer Associate | Microsoft | 2024

AWS Certified Solutions Architect - Associate | Amazon Web Services (AWS) | 2024

Google Cloud Certified Professional Cloud Architect | Google | 2024

Fortinet Certified Associate in Cybersecurity | Fortinet | 2024

Network Security Fundamentals | Palo Alto Networks | 2024

ManageEngine Certified Product Associate - ADManager Plus | ManageEngine IT Service Management | 2024

Fortinet Certified Professional Security Operations | Fortinet | 2023

ManageEngine Certified Product Associate - OpManager | ManageEngine IT Service Management | 2023

ManageEngine Certified Product Professional - PAM 360 | ManageEngine IT Service Management | 2023

Fortinet Network Security Expert Level 4: Certified Professional | Fortinet | 2022

ISO 9001 QUALITY MANAGEMENT SYSTEMS ASSOCIATE | SkillFront | 2022

ISO/IEC 20000 IT Service Management Associate | SkillFront | 2022

ISO/IEC 27001 Information Security Associate | SkillFront | 2022

Scrum Fundamentals Certified (SFC) | SkillFront | 2022

CNSS Certified Network Security Specialist | ICSI (International CyberSecurity Institute), UK | 2020

ITIL v3 Foundation | AXELOS Global Best Practice | 2016

Cyber Security | DeVry University | 2016

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## SKILLS

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Core Competencies:

· IT Infrastructure Project Management · Cybersecurity Framework Implementation · Network Security & Administration · Cloud Solutions (Azure, AWS, GCP) · Vendor & Stakeholder Management · Risk & Incident Management · IT Service Delivery & Operations · Budgeting & Cost Optimisation · VAPT, SIEM, EDR, SOC Management · ITIL, ISO 27001 Compliance · Team Leadership & Mentoring

**Technical Skills:**

Cloud: Azure, AWS, GCP

Security: Fortinet, CrowdStrike EDR, SIEM, VAPT, Checkpoint, Palo Alto, SonicWall

Networking: SD-WAN, Cisco, VLAN, VPN, WAN Optimization

Tools: ManageEngine, SCCM, SolarWinds, ServiceNow, Jira

Platforms: Windows Server, Hyper-V, SAP ERP

**Interpersonal Skills:** People Management, Team Management, Analytical Skills

**Languages:** Marathi, Hindi, English, Gujarati.

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