

Deepak Dinesh

Senior IT Systems Engineer & Digital Transformation Specialist

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PROFESSIONAL SUMMARY

Senior Systems Engineer with 7+ years of experience specializing in Infrastructure Modernization and Python Automation. Proven track record of reducing operational costs by implementing Open-Source and Zero Trust solutions (Tailscale). Expert in transforming legacy ERP environments into resilient cloud-hybrid systems and driving efficiency through custom AI/ML scripting.

TECHNICAL SKILLS

- Infrastructure & OS: Windows Server 2019/2022, Active Directory (AD), Remote Desktop Services (RDS), Hyper-V, Ubuntu Linux, Cloud Infrastructure (DigitalOcean).
- Networking & Security: Zero Trust Architecture (Tailscale, Twingate), TCP/IP, DNS, Firewalls (Windows/UFW), Let's Encrypt SSL, VPN Tunneling.
- Development & Automation: Python (Pandas, Prophet, Selenium), PowerShell Scripting, Bash, Docker / Containerization, SQL (SQLite/MySQL), Git.
- Business Systems: Tally Prime (Server/XML), WooCommerce, ERP Migration, Disaster Recovery Planning.

WORK EXPERIENCE

Maryana Group | Muscat, Oman

Senior IT Systems Engineer | *Jan 2020 – Present*

- Infrastructure Modernization: Spearheaded the digital transformation of 10+ branches by migrating the core ERP from legacy Onyx to Tally Prime hosted on **Windows Server 2019** (RDS), improving system speed and accessibility for remote staff.
- Cost Reduction: Architected a network migration from expensive Cyberoam hardware VPNs to **Tailscale** (Zero Trust), saving the company over **\$2,000** annually in licensing and hardware costs while improving security.

- **Automation:** Developed a custom Python & Prophet AI tool to automate inventory forecasting for 7,800+ SKUs. Reduced the replenishment planning cycle from **3 days to 5 hours**, eliminating manual data entry errors.
- **System Reliability:** Solved critical RemoteApp connection errors by implementing win-acme and Cloudflare API to auto-renew Let's Encrypt SSL certificates, eliminating certificate-related downtime.
- **E-Commerce Development:** Designed and deployed Mushtariyat.com (WooCommerce on DigitalOcean) during the pandemic, establishing a critical digital sales channel that now handles 5,000+ monthly visitors.
- **Disaster Recovery:** Implemented automated PowerShell backup scripts and retention policies, achieving a 100% success rate in data recovery drills.

Maryana Group | Muscat, Oman

IT Systems Engineer | Jun 2016 – Dec 2019

- **Operations Management:** Managed daily IT operations for a multi-national team, ensuring **99.9% uptime** for critical Point of Sale (POS) systems across retail outlets.
- **Security Standardization:** Implemented the company's first unified security policy, utilizing Active Directory **Role-Based Access Control (RBAC)** to restrict unauthorized access.
- **Support Efficiency:** Reduced IT support ticket volume by **25%** by creating comprehensive user documentation and conducting staff training sessions on cybersecurity best practices.

Freelance / Independent Consultant | Kochi, India

IT Support & Network Technician | Jun 2013 – May 2016

- Provided on-site hardware troubleshooting, OS installation, and network cabling services for small businesses and home offices.
- Diagnosed and resolved workstation hardware failures and configured local area networks (LAN) for optimized connectivity.

EDUCATION

Bachelor of Technology in Electronics & Communication

Rajagiri School of Engineering and Technology | India | 2013
