

NIKUNJ BHALOTIA

📍 RAS AL-KHAIMAH, UNITED ARAB EMIRATES 📞 +971 521740620

◦ DETAILS ◦

Ras al-Khaimah
United Arab Emirates
+971 521740620
nikunj.trident@gmail.com

◦ SKILLS ◦

Identity and Access Management
Solution Architecture
Microsoft Azure
Microsoft 365 E5
Azure Virtual Desktop
Mobile Device Management
Privileged Access Management
Endpoint Mobility and Security
IT Service Management
Presales
Cyber Risk Management
Vulnerability Assessment and
Penetration Testing
Security Incident Response
Azure Active Directory
Digitization
IT Infrastructure Management
Role-Based Access Control
Security Administration

◦ LANGUAGES ◦

English

Hindi



PROFILE

Dynamic IT and Cybersecurity Leader with over 18 years of experience driving transformative Managed Security Services and cloud solutions across diverse sectors. Expertise in building robust security frameworks and implementing Zero Trust architectures has consistently enhanced compliance and reduced risks for enterprise clients. A strong background in leading technical teams and delivering security-first IT operations aligns seamlessly with strategic objectives. Proficient in Microsoft Azure and IAM, dedicated to fostering innovation and operational excellence within the cybersecurity landscape. Passionate about creating secure, efficient environments that empower organizations to thrive in an increasingly complex digital world.



EMPLOYMENT HISTORY

Practice Manager - Datacenter & Cloud at Truly Secure Technologies FZCO, Dubai January 2020 — Present

Built MSSP services from the ground up, growing from 0 to 40+ clients, ensuring SLA compliance and delivering security-driven IT solutions.

Defined security-first IT operations, implementing Zero Trust architectures and aligning security frameworks with NIST, CIS, and UAE NISA standards.

Led SOC (Security Operations Center) strategies, improving Microsoft Secure Score and CIS benchmark maturity for all managed clients.

Achieved compliance for critical clients, enabling hedge funds in DIFC to meet DFSI requirements and assisting a bank in achieving PCI compliance.

Spearheaded cloud security transformation, migrating enterprise clients to Microsoft Azure and M365 security stack, increasing the secure score by upto 70%.

Established automated security processes, defining IAM, Privileged Access Management (PIM), and security monitoring strategies.

Recruited, trained, and led a 15-member technical team, defining IT processes, tool evaluations, and best practices to scale MSSP operations.

Senior Solution Architect | Cloud & Security at Agnosco IT Services Pvt. Ltd, Noida August 2009 — December 2019

Built and led pre-sales and solution architecture teams, delivering cloud and security transformations for clients in India, North America, and the Middle East.

Designed and implemented Zero Trust, IAM, and Hybrid Cloud solutions, improving security and efficiency for enterprise clients.

Managed full-scale help desk operations, optimizing ITSM efficiency and security-first approaches for SMB clients

Senior Support Engineer | Microsoft Enterprise Platforms at Convergys India Services Pvt. Ltd, Gurugram February 2007 — August 2009

| Feb 2007 - Aug 2009* Troubleshoot and resolved high-severity security incidents for Windows Server, Active Directory, and System Center in Microsoft enterprise environments. * Led security and compliance response teams, ensuring risk mitigation for Microsoft's enterprise customers. Specialist Technical Support Executive

○ **Specialist Technical Support Executive at IBM Daksh Business Process Services Pvt. Ltd, Gurugram**

July 2006 — February 2007

Provided **technical support** for HP enterprise servers, ensuring **high-availability and security compliance**.

Promoted to **floor leader within 5 months**, managing escalations and security-critical cases.



EDUCATION

○ **Intermediate, St. Marys Academy, Meerut**

April 1997 — March 1999

○ **High School, St. Marys Academy, Meerut**

March 1997