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Yaseen Naseer

IT Manager

IT Manager with more than 14 years of experience supporting luxury hospitality operations across the Maldives and the Pacific. Experienced in infrastructure planning, Oracle hospitality systems, virtualization, and secure network design for remote island resorts.

Summary

IT Manager with more than 14 years of experience supporting luxury hospitality operations across the Maldives and the Pacific. Experienced in infrastructure planning, Oracle hospitality systems, virtualization, and secure network design for remote island resorts. Comfortable leading technology projects from planning through implementation while balancing operational requirements, guest experience, and cost efficiency.

Experience

IT Manager

Jan 2024 - Present

Anantara Kihavah Maldives Villas - Minor Hotels

- Lead day-to-day IT operations, ensuring reliable systems, high availability, and compliance with Minor Hotels' corporate standards.
- Monitor and maintain the resort's network infrastructure, including switches, firewalls, wireless networks, GPON, and internet connectivity.
- Ensure compliance with corporate IT policies, audit requirements, and information security standards.
- Maintain IT documentation, asset inventories, software licensing records, and standard operating procedures.
- Monitor system performance and proactively identify opportunities to improve reliability, security, and operational efficiency.
- Oversee backup procedures, disaster recovery readiness, cybersecurity measures, and patch management across servers and end-user devices.
- Ensure compliance with corporate IT policies, audit requirements, and information security standards.
- Coordinated the implementation of Oracle Symphony Cloud, working with vendors and operational teams to complete deployment, testing, and user training.
- Coordinated the implementation of Opera Cloud, including planning, testing, user training, and go-live activities.
- Collaborated with Engineering to integrate an Energy Management System with Opera, improving energy efficiency.
- Streamlined CAPEX/OPEX planning and led IT contract negotiations across Minor Hotels Maldives cluster.

Cluster IT Manager

Mar 2023 - Jan 2024

The Rarotongan Beach Resort & Spa | Sanctuary Rarotonga | Aitutaki Lagoon Private Island Resort

- Managed IT operations across three island properties ensuring consistency and reliability.
- Planned and implemented network and Wi-Fi infrastructure to modern standards.
- Led PMS and POS system selection and deployment aligned with resort needs.
- Managed the Microsoft 365 and Azure AD hybrid environment, supporting identity management, collaboration, and security across the business.
- Implemented monitoring, backup, and recovery systems for enhanced data protection.

IT Manager

2016 - Feb 2023

Niyama Private Islands Maldives - Minor Hotels

- Managed IT operations for a twin-island luxury resort, maintaining reliable systems while meeting corporate technology standards.
- Implemented security measures and backup strategies across resort IT infrastructure.
- Ensured IT operations and system controls complied with corporate and ITGC standards.
- Managed annual budgets, procurement, and vendor relationships for cost efficiency.
- Mentored and trained IT team for 24x7 operational support and guest satisfaction.

IT Administrator

2011 - 2015

Niyama Private Islands Maldives - Minor Hotels

- Supported resort pre-opening by setting up servers, IPTV, Wi-Fi, and communication systems.
- Administered Hyper-V, Active Directory, WSUS, and Symantec Endpoint Protection.
- Supported Opera v5 PMS, Infrasy POS, and Infor SunSystems.
- Managed VLAN, firewall, and antivirus configurations ensuring security.
- Provided first- and second-level support for guests and staff.

Core Skills

Systems Oracle Symphony, Opera Cloud, Infrasy POS, Infor SunSystems, Microsoft 365, Azure AD.	Virtualization Hyper-V, Proxmox, VMware.
Networking VLAN design, Wi-Fi planning, Cisco & Huawei switching, Fortinet/Sophos/pfSense firewalls.	Security Backup automation, endpoint protection, auditing.
Management Budgeting, CAPEX/OPEX control, vendor negotiation, team development.	Certifications MCP, MCSA, MCSE, MCTS.