

SANTHOSH KUMAR R

IT MANAGER & SYSTEM ADMINISTRATOR | AI AUTOMATION & PYTHON DEVELOPER

santhoshku.r@gmail.com | +960 7241721 (Maldives) | +91 7902376484 (India) | Meedhoo, Dhaalu Atoll, Maldives | Portfolio:
santhosh-kumar-it-or8w.rollout.site

PROFESSIONAL SUMMARY

IT Manager and System Administrator with 25+ years of experience in IT infrastructure management, digital transformation, and AI solutions architecture, complemented by ongoing freelance work as a Python Developer building web application. Skilled in Python, n8n, and generative AI platforms (ChatGPT, Claude, Google Gemini, Azure AI Services) to design automated workflows, AI agents, and ERP/web solutions that improve efficiency and cloud security. Combines enterprise IT leadership with hands-on, AI-assisted software development, and has trained 500+ professionals in digital literacy and prompt engineering.

CORE SKILLS

Programming & Web Development: Python, AI-Assisted Coding & Debugging, Web Application Development, HTML5, CSS3, JavaScript, .NET (Basic), Google Colab, PyCharm, Git/GitHub Version Control, ERP Web Solutions

AI & Automation: ChatGPT, Claude, Google Gemini, Azure AI Services, Generative AI, Prompt Engineering, AI Solutions Architecture, AI Agent Development, n8n Workflow Automation, Make (Integromat), RAG (Retrieval-Augmented Generation), Pinecone (Vector DB)

IT Management & Cloud Infrastructure: IT Management, System Administration, Microsoft Azure, Google Cloud Platform, Google Workspace, Windows Server 2008-2021, Cisco IOS Networking, TCP/IP, DNS, DHCP, VPN, VLAN, LAN/WAN, Cloud Security, Disaster Recovery, Endpoint Protection, Digital Transformation

Data, Productivity & Design Tools: Microsoft 365, Power BI, Advanced Excel Formulas, SharePoint, Google Sheets/Drive API, OAuth2 Authentication, Webhook Integration, Adobe Photoshop, Adobe Creative Cloud, UI/UX & Graphic Design

Leadership & Training: Digital Literacy Training, Prompt Engineering Workshops, Team Management, Stakeholder Communication, Project Management

PROFESSIONAL EXPERIENCE

System Administrator, Teacher & Digital Learning Facilitator — Ministry of Education, Maldives

May 2014 - Present

Dhaalu Atoll School, Meedhoo, Maldives

- Led IT management and enterprise workflow design across the institution, maintaining 99.9% high-availability infrastructure and implementing new cloud-based platforms that reduced process time by 40% and supported the onboarding of 8 departments.
- Designed and implemented automated school administration and education workflows using Python, n8n, ChatGPT, Claude, Google Gemini, and Azure AI Services, achieving a 70% reduction in manual tasks and streamlining processes for 60+ staff members.
- Deliver digital literacy training and prompt engineering workshops to 500+ educators, while providing cloud security guidance to reduce risk on academic data.
- Build digital teaching aids, lesson plans, and Excel-based grading/reporting tools using advanced formulas to streamline school data processing.

Freelance Python Developer (Web Development) — Self-Employed

May 2025 - Present (Concurrent)

Remote | Maldives & India

- Designed, built, and maintained 4 Python-based web applications for individual and small-business clients while concurrently serving as IT Manager, resulting in improved client operations and increased efficiency.
- Leveraged AI-powered code completion and debugging tools (ChatGPT, Claude) within Google Colab and PyCharm, achieving a 42% reduction in development time and enhanced code optimization efficiency.
- Oversaw the complete project lifecycle—including requirements gathering, coding, testing, deployment, client revisions, and Git/GitHub version control—delivering 4 projects and driving efficiencies that saved 35% in development time.

Senior Manager, Web & Enterprise IT — Safe Software & Integrated Solutions Pvt Ltd

Sep 2010 - Apr 2014

Palakkad, India

- Established and led the company's Web Department, spearheaded the development of India's first co-operative banking internet banking software, and oversaw the creation of utility service platforms and websites for 200+ clients across the banking, hospitality, healthcare, and real estate sectors in India and Africa.
- Promoted to Head of Enterprise IT Solutions for the Trivandrum Region, where my team streamlined core banking software implementations and optimized IT infrastructure (servers, routers, networking, and Microsoft licensing) for co-operative banks and institutional clients, resulting in improved operational efficiency and system reliability.
- Delivered enterprise IT and networking projects for key regional clients, achieving 30% improvement in system efficiency and supporting 50+ users across organizations such as Ahaliya Group, Malabar Cements, NSS Engineering College, ITI Ltd, and Palakkad Co-Operative Hospital.
- Conducted IT training programs for banking, education, and corporate clients; earned 5+ performance awards from partner banks, resulting in a 25% increase in client satisfaction and improved training outcomes.

Manager, Web Department — Pixellence (P) Ltd.

Mar 2007 - Sep 2010

Kochi, India

- Supervised web design, graphic design, and print production projects for local and international clients, including KIMS Hospital and Alukas Jewellery, resulting in the successful delivery of 30+ projects within deadline and to client specifications.
- Managed front-end website development, client consultations, prototyping, and cross-browser-compliant coding, while devising SEO strategies and mentoring 7 junior team members, resulting in a 40% improvement in website performance and increased client satisfaction.

Earlier Career — Web & Graphic Design Leadership (1999-2007)

Sr. Manager, Web Design — Leedhar Technologies (P) Ltd, Cochin, India

Oct 2005 - Mar 2007

- Spearheaded front-end web development, strengthened client relationships, and directed database and reporting functions for this ERP solutions provider, achieving a 30% improvement in service delivery and operational efficiency.

Sr. Web Specialist — Gate6 (P) Ltd, Indore, India

Nov 2003 - Oct 2005

- Designed, developed, and maintained 20+ websites for a US-based software company, consistently upholding high-quality graphic and web design standards while optimizing site performance and enhancing user engagement.

Project Leader, Web Designing — Softex Digital Pvt Ltd, Technopark, Trivandrum, India

Sep 1999 - Oct 2003

- Led web and graphic design initiatives for partner companies such as Siemens, Nokia, and Motorola, delivering 15+ projects and developing content for both website and mobile app platforms to enhance user engagement.

PROJECTS

DAM Payroll Management System — Full-Stack Web Application

2025 - 2026

Dhaalu Atoll School, Meedhoo, Maldives | Python · Flask · SQLite · ReportLab · xlsxwriter · gspread · Git/GitHub

GitHub: github.com/santhoshkur-hash/dam-payroll-system (Private Repository)

- Designed, built, and deployed a full-stack payroll management web application at Dhaalu Atoll School, Maldives, replacing a 94-column manual Excel process with an automated system — live in production and used by the school administration.
- Built a 94-column payroll calculation engine replicating complex Excel formulas for Maldivian education salary structures, covering local and expatriate staff under Old/New pay frameworks; manages monthly payroll for 60+ staff in production.
- Implemented Google Sheets OT auto-sync (background thread, 2-minute polling), PDF salary slip generation, Excel/PDF report export, and a dual-interface system: admin management panel + employee self-service portal with OT approval workflow and leave management.
- Sole developer and product owner: handled domain expertise, requirements engineering, full-stack coding, QA testing, and deployment; applied AI-assisted development (Claude) to accelerate delivery while maintaining complete control of architecture and business logic.

Tech Stack: Python, Flask, SQLite, Jinja2, ReportLab, xlswriter, openpyxl, gspread (Google Sheets API), Git/GitHub

EDUCATION

Bachelor of Commerce (B.Com) — *MG University, Kerala, India*

GNIIT — Software Engineering (36-month program) — *NIIT, India*

2009

Diploma in E-Commerce Software Technologies — *First Computers, Cochin, India*

2001

Honours Diploma in Information & Systems Management — *APTECH Computer Education, India*

1997

Computer Hardware and Troubleshooting — *Global IT Academy, India*

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Cybersecurity Assessment — *Learn Tube* — *April 2025*

Create and Manage Microsoft Sentinel Workspaces — *Microsoft Learn* — *May 2025*

Introduction to Microsoft Sentinel: SIEM & Workspace Management — *Microsoft Learn* — *May 2025*

Describe Microsoft Security Copilot — *Microsoft Learn* — *May 2025*

AI Career Accelerator Program — be10x (6-Month Certification, In Progress) — **June 2026**

- Completed modules in AI Fundamentals & Generative AI Ecosystem
- Developed skills in AI Product Building and Workflow Automation using n8n and Make
- Performed analytics using Excel and Power BI
- Explored AI Agents, RAG, and Voice Agents
- Completed training in AI Branding & Leadership
- Gained expertise in Career Readiness & ATS Resume Writing
- Attended Python Using AI Workshop

Introduction to Generative AI — *Microsoft Learn* — *May 2025*

Configure Your Microsoft 365 Experience — *Microsoft Learn*

100 Days of Code: The Complete Python Pro Bootcamp — *Dr. Angela Yu / Udemy* — *In Progress*