



ANTONY ANCIL

IT Support & Digital Systems | Administration | Facilities Management

36 Years International Experience · 30 Years UAE · 6 Years India · British Council Certified

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PROFESSIONAL SUMMARY

Multi-skilled IT Support, Administration, and Facilities Management professional with 36 years of international experience — 30 years in the UAE and 6 years in India in a hybrid operations and consultancy role. Equally strong across three core disciplines: IT infrastructure management and AV systems; full administrative operations including procurement, ISO 9001, and financial administration; and facilities management including asset control, HSE compliance, and multi-campus coordination. Specialist in IELTS and OET examination operations under British Council for 11 years and 9 months. Pioneer of distance learning AV infrastructure at HCT Western Region (2008). Holder of multiple internationally recognised certifications including Google Generative AI (Google/Coursera, May 2026), CS50 for Business Professionals — Harvard/edX (Weeks 0–2 completed, May 2026), Google Analytics, Cisco Networking Academy, IOSH Managing Safely, and British Council Child Protection Awareness. Seeking international roles in IT Support, Administration, or Facilities Management.

IT SUPPORT

IT Systems Management · AV & Digital Media Systems · Distance Learning Infrastructure · Hardware & Software Administration · Technical End-User Support · Computer-Based Examination Systems · Network Operations · Website Development · Social Media Management · Content Creation · Google Analytics

ADMINISTRATION

ISO 9001 Quality Management · Document Management & Control · Scheduling & Planning · Procurement & Tendering · Vendor Relations · Invoice Processing · Budget Support · Financial Reporting · Staff Onboarding & Coordination · Multi-Department Administration · Office Automation

FACILITIES MGMT

Multi-Campus Facilities Coordination · Asset Control & Barcoding · Maintenance Management · HSE Compliance · IOSH Managing Safely · NFPA Fire Safety · Emergency Preparedness & Evacuation · Energy & Utilities Management · SOP Development · Contractor & Vendor Management

CORE SKILLS & TOOLS

IT Systems	IT Infrastructure · AV & Digital Media · Distance Learning · Hardware/Software Admin · Network Operations · End-User Support
Examination Ops	IELTS/OET Test Day Administrator · Test Day IT Support · Test Day Supervisor · British Council · 11yr 9m · All HCT UAE
Administration	ISO 9001 · Document Control · Scheduling · Procurement · Vendor Management · Budget Support · Financial Reporting
Facilities	Multi-Campus Coordination · Asset Control · HSE · IOSH · NFPA · Maintenance Management · SOP Development
Digital Tools	MS Office Advanced (Excel Expert) · Google Analytics (Certified) · Google Workspace · Python · HTML/CSS · AI Tools
Digital Content	Website Development · Social Media Management · Content Creation · Telegram Bot · Analytics Integration
Languages	English [Fluent] · Arabic [Working Knowledge] · Malayalam [Native] · Hindi [Fluent] · Tamil [Working]

🏠 **IELTS & OET Expertise — 11 Years 9 Months** · Test Day Administrator · Test Day IT Support · Test Day Supervisor — British Council · All HCT UAE Campuses · December 2007 — September 2019 · Zero compliance incidents



PROFESSIONAL EXPERIENCE

Facilities Officer / IT & AV Support / Asset Controller / Services Coordinator Dec 2007 — Sep 2019
Higher Colleges of Technology (HCT) — CERT — Madinat Zayed & Ruwais Campuses · Abu Dhabi, UAE AE

IT Support & Digital Systems:

- Managed and maintained complete IT infrastructure, AV systems, digital media equipment, and computer labs across Madinat Zayed and Ruwais campuses — zero critical downtime across 11+ years.
- Pioneered distance learning classroom infrastructure (2008) — designed and implemented first video-conferencing AV classrooms linking two remote HCT campuses — a 2-year-ahead-of-sector initiative.
- Led complete IT and AV setup of Baynounah Educational Complex from zero to fully operational — engineering labs, health science labs, digital classrooms, AV systems, and network infrastructure.
- Provided Tier 1 and Tier 2 IT support for teaching and non-teaching staff — hardware, software, network, AV, and computer-based testing systems — resolving issues promptly and thoroughly.
- IELTS & OET Test Day Administrator, IT Support, and Supervisor under British Council — 11 years 9 months continuous across all HCT UAE campuses — zero compliance incidents.
- WRP, ADCO & CEPA examination systems — proctored, supervised, and provided IT support.

Administration & Finance:

- Managed full administrative operations across both campuses — scheduling, document management, reporting, correspondence, and multi-department coordination.
- Finance administration — budgeting support, cost centre tracking, invoice processing, purchase orders, vendor negotiations, and financial reporting.
- ISO 9001 quality management — maintained documentation, compliance, and audit readiness across all administrative functions — zero non-conformances.
- Staff onboarding coordination — international faculty and staff transport, accommodation, visa documentation, induction scheduling, and logistics.
- Progressive role advancement: Administrative Assistant → Finance Assistant → Asset Controller → Facilities Officer → Services Coordinator.

Facilities Management & Asset Control:

- Comprehensive asset management — full lifecycle tracking, barcoding, cataloguing, and inventory control for all campus IT, AV, and facilities equipment — zero audit discrepancies throughout tenure.
- Preventive and corrective maintenance coordination — managed service schedules, contractor relationships, and maintenance history records across both campuses.
- HSE compliance management — NFPA fire safety standards, emergency preparedness planning, evacuation drills, workplace safety inspections, and incident reporting.
- Facilities hire coordination — managed external events, examinations, and facility bookings — ensuring external users received reliable, professional service.
- SOP development — designed and implemented operational procedures for campus IT, AV, examination systems, and facilities management.

Administrative Assistant / IT Support Sep 1999 — Dec 2007
Higher Colleges of Technology — Fujairah Campus · UAE AE

IT Support & Administration:

- Full campus IT support — hardware, software, network, and AV systems — supporting teaching and non-teaching staff across all operations.
- Administrative support — document management, scheduling, transportation coordination, event logistics, and multi-department coordination.
- Staff and student-facing services — provided professional, responsive support that earned institution-wide recognition.

Facilities & Operations:

- Campus facilities support — maintenance coordination, asset tracking, HSE compliance, and operational logistics.
- 🏆 HCT Support Staff Award for Exemplary Service 2004–2005 — endorsed by Assoc. VC Prof. Trevor Davison, CQUniversity Australia.
- 🏆 HCT 10-Year Long Service Award 2010 — sustained operational excellence recognised by HCT leadership.



Administrator & Digital Operations Manager — Hybrid Role

Oct 2019 — Present

Delma Industrial Coating Est. (UAE) / The Farm Story (Kerala, India) / Venad Global Consultancy · UAE & India IN

Administration & Operations:

- Full administration — ISO 9001, document management, procurement, vendor management, financial administration, and compliance.
- Supervised 5KW OnGrid solar installation at The Farm Story Kerala — full HSE compliance, contractor management, project delivery on time.
- Multi-entity operations management across UAE and India — coordinating operations between two businesses and a consultancy simultaneously.

Digital & IT:

- Built complete digital ecosystem independently — bilingual CV websites (English/Arabic), Venad Global Consultancy platform, career consultancy tools, and client-facing digital services.
- Developed Python-based Telegram bot for business automation — demonstrating independent coding capability.
- Google Analytics 4 implementation and management — active on vineethajohn.github.io (G-G4E51ZGE00) — Google Analytics Certified April 2026.
- Cisco Networking Academy — Create Digital Content, Communicate & Collaborate Online — Certified April 2026.
- **Google Generative AI Certification — Google / Coursera — May 2026 ★ | Google Developer Profile: me.developers.google.com**
- **CS50 for Business Professionals — Harvard / edX — Weeks 0, 1 & 2 completed (May 2026) ★ Week 3 onwards in progress**

Earlier Experience — UAE

1990 — 1999

Tour Coordinator — Al Ain Camel Safari, UAE (1995–1999) · Sales Executive & Maintenance — Al Tawoos Technical Services & Al Salami Group, UAE (1990–1994)

KEY ACHIEVEMENTS

HCT Support Staff Award 2004–2005 — Exemplary Service Endorsed by Assoc. VC Prof. Trevor Davison CQUniversity Australia AU	Distance Learning Pioneer 2008 First video-conferencing AV classrooms Linking Madinat Zayed & Ruwais 2 years ahead of the sector	Child Protection Certified British Council UAE 2019 Aligned with international school & institutional standards
HCT 10-Year Long Service Award 2010 20+ years sustained excellence across HCT UAE	Baynounah Campus From Zero to Operational Engineering labs · Health science IT & AV infrastructure complete	Digital Consultancy 2024–2026 Bilingual websites · Python bot AI tools · Google Analytics Venad Global Consultancy

EDUCATION

🎓 Bachelor of Commerce

Vinayaka Missions University, India · 2012–2015

SSLC — Kerala Board of Education · 1987

Pre-Degree (PDC) — Kerala Board · 1989

🎓 Diploma in Software Engineering

Zenith Training Institute (Kent, UK) / Fujairah UAE · 2001–2002



CERTIFICATIONS & AWARDS

Digital & IT

- ✓ Google Analytics Certification — Google Skillshop (Apr 2026)
- ✓ Create Digital Content & Collaborate Online — Cisco Networking Academy (Apr 2026)
- ✓ Digital Marketing — Wadhvani Foundation (Apr 2026)
- ✓ **Google Generative AI Certification — Google / Coursera (May 2026) ★ NEW**
- ✓ **CS50 for Business Professionals — Harvard / edX — Weeks 0, 1 & 2 Complete (May 2026) ★ NEW**
- ✓ Google Developer Profile — me.developers.google.com (May 2026)
- ✓ Excel 2016 Microsoft Office Expert — Microsoft/Lynda.com (2019)
- ✓ Excel Advanced Formulas & Functions — Lynda.com
- ✓ BIM Execution Plan — Lynda.com
- ✓ Academic Research Foundations — Lynda.com

Safety, Health & Professional

- ✓ IOSH Managing Safely — OrientMCT UAE (2018)
- ✓ Child Protection Awareness — British Council UAE (2019) ✓
- ✓ HABC Level 2 Emergency First Aid — OrientMCT (2017)
- ✓ Basic Fire Fighting — NFPA UAE
- ✓ Creativity & Innovation — ABAMI UAE
- ✓ British Council — Module 3 (IELTS/OET)
- 🏆 HCT Support Staff Award — Exemplary Service 2004–2005
- 🏆 HCT 10-Year Long Service Award — 2010

PROFESSIONAL REFERENCES

Prof. Trevor Davison

Associate Vice Chancellor · CQUniversity Australia [AU](#)

Elizabeth Morey

Former Dean · Concordia University Canada [CA](#)

Dr. Aidan Thorne

BC Global IELTS Master Trainer · Wales, UK [GB](#)

Dr. Phil Quirke

Executive Dean HCT MZ & Ruwais · Former HCT UAE

Dr. Hesham Shehab

Director Academic Programs · Ministry of Interior UAE [AE](#)

Belinda Southby

Lead Learning Technologist · FuturU, UK [GB](#)

Full references, letters and LinkedIn recommendations available at: idivet.github.io

⚡ Portfolio by Venad Global Consultancy · venadglobal.github.io