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**SAJEEV**

**SAJEEV138961@2freemail.com**

A multi-skilled IT manager with good all-round supervisory and technical expertise. Very capable with a proven ability to ensure the smooth running of ICT systems and to provide IT services that will improve the efficiency and performance of a company. Extensive practical knowledge of complex systems builds, hardware and software testing, network support, technical support and computer repairs.

Looking for a new and challenging managerial position, one that will make best use of my existing skills & experiences also further my personal development.

**SYNOPSIS:**

* **Application Deployment:** ERP, Document Management System (DMS), E-Learning, Learning Management System (LMS), Mobile Device Management (MDM), Tablet Solutions, Antivirus, IP-Telephony, PABX, Messaging, Web Portals, Website & Content Management System (CMS), RFID solutions,
* **Infrastructure Setup:** Enterprise Architecture, Capacity planning, Smart Classrooms, Data Center Management, Backup, Network & security setup for application & organization, CCTV security systems
* **Professional Services:** Project Management, Business Analysis, Technology Evaluation, Vendor Management, License management, Asset & Product Lifecycle management
* **Operational & Support:** Product Development, Enhancements, Integration, Incident Management, Change management, Rollouts & Helpdesk, ICT & DR policy management

**PROFESSIONAL EXPERIENCE**

* **IT Manager, Birla Public School W.L.L., Doha, Qatar** from April, 2012 till March, 2016
* **Team Leader-IMS**, **Accel Frontline Ltd, India** **(A CAC Holdings Group Company)** from January 2008 till January, 2011.
	+ Team Lead for FMS project for **Apollo Tyres Ltd.** (www.apollotyres.com).(2010 - 11)
	+ Deputed for **UTStar Telecom Pvt. Ltd** (www.utstar.com). Handled project management activities for prime customer of UTStarcom, **Bharat Sanchar Nigam Limited** for **BSNL NIB 2.1 & 2.2 Projects** (2008 - 10)
* **Wipro InfoTech Ltd (**On Contract**) -** Parent Company- **RPS Consulting Pvt. Ltd. Bangalore, India** from Feb 2007 till Jan 2008.
	+ Resident Engineer **for BLKashyap & Sons Limited.** (www.blkashyap.com)
* **Senior Hardware Engineer, Accord Systems, Calicut, India** from August 2004 till January 2007
* **System/Network Administrator,** **Neuroware Technologies Pvt. Ltd, STPI, Calicut, India** from January 2000 till September 2001
* **Hardware Engineer**, **Yuko Computers, Trivandrum, India** from July 1997 till July 1999
	+ Resident Engineer for **Muthoot Bankers** (Kerala’s leading NBFC)

**CERTIFICATIONS**

* ITIL Intermediate – Service Operations
* ITIL 2011 Foundation
* COBIT 5.0 Foundation
* Cisco Certified Networking Professional in Routing & Switching (CCNP #642 - 892)
* Cisco Certified Networking Associate (CCNA #640 - 802)

**TRAINING PROGRAMS ATTENDED**

* Securing Networks with PIX and ASA(CCSP)
* Certified Information System Auditor(CISA)

**QUALIFICATION**

* M. Sc (Software Engineering) - Annamalai University, Tamil Nadu, India
* B. Sc (Computer Science) - Bharathiar University, Tamil Nadu, India.

**DETAILS OF JOB EXPERIENCE**

**IT Manager**

* Managed and motivated IT Team to deliver their best performance for the organization.
* Implemented a Helpdesk system for IT and facilities management support using ITIL principles.
* Managed Incident and Problem Management processes across IT and key vendor service lines for immediate, decisive, and comprehensive solutions.
* Managed the overall design, implementation, administration and maintenance of the IT infrastructure, including the datacenter servers, eLearning systems, storage, telecom, ISP, network, and security systems.
* Lead the group in planning, budgeting, development, evaluation and supervision of infrastructure and operations.
* Change Management process implementation using ITIL best practices.
* Change Manager Accountable for the complete process, Responsible for ensuring that the Change Management process is being followed correctly.
* Identifying and leading continuous improvements to ensure an efficient and effective Change process ensuring stability of Service
* Responsible for the data center, information security, networking and business continuity activities for the company.
* Managed the business continuity and disaster recovery plans.
* Implemented security measures to protect the network from unauthorized intrusions and hackers. Review system security and infrastructure to harden it continuously.
* Enforced security policies and keep environment up to the company standard.
* Prepared detailed Project Plans/Schedules to meet project delivery objectives.
* Monitored and reviewed staff performance and service level requirements and achievements. Provided career planning, mentoring and overall individual and team growth.
* Coordinated with the concerned third-party contractors for the provision of IT Infrastructure services.
* Results are measured by not only resolving the issue, but also preventing it from occurring in the future.

**Team Leader**

* Second level of escalation point for all IT related issues. Ensure contractual IT deliverables are understood, documented and can be met/tracked.
* Daily monitoring of incident, change execution pending call reviews and confirm on time closure. Managing, Monitoring & Supporting IT Infrastructure (LAN, MAN & WAN).
* Managed the operations of the IT procurement and inventory management function. Manage inventory tracking establishing tight asset control standard region-wide
* Provided technical support for a domestic network covering over 200 locations across India, including 5 plants and corporate office.
* Responsibility for the overall delivery of any contractual/internal/external IT SLA’s and for supporting the business delivery of the contractual SLA’s as required
* Report to the supervisor periodically on team and individual work accomplishments, problems, progress in mastering tasks and work processes and individual and team training needs.
* Carried out **NOC** support for BSNL 2.1 Narrowband & 2.2 Broadband projects.
* Provided 24\*7 supports to customers for O&M Issues. Configuring, managing and troubleshooting UTStarcom RAS components including DSPM cards, ARCs and NMCs.
* Monitoring EMS applications like 3Com EMS & TCM and UTStarcom CEM and hp Openview.
* Configuration of PSTN & ISDN services such as Netone, Sancharnet and Dial VPN in RAS.
* Configuration of routing and filtering configuration on RAS.
* Responsible for resolving / fault diagnosis and problem isolation for the calls logged into NOC and owning the responsibility for their completion during their life cycles.
* Meeting the quantitative and qualitative measurements laid out by UTStarcom for the successful completion of the Integrated Systems Management Program at UTStarcom' Project.

**System/Network Administrator**

* SPOC for IT with the Service Providers.
* Provided comprehensive desktop and network support, resolving technical issues for end-users. Installation of different software (OS, MS Office products, Antivirus software, MS Project, AutoCAD, Utility software, ERP software etc.). Giving support to Networks, Servers (Dell Power Edge 6850, 1950, IBM x series, hp Proliant 150), Desktops (Wipro, HCL, Zenith, Compaq) laptops, thin clients, etc running under Microsoft OS.
* Part of Change Management Steering Committee. Scheduling hardware and OS change and upgradation.
* Responsible for network performance, utilization, security monitoring and server maintenance. Commissioning computer hardware devices, printers, ensuring maximum uptime.
* Managed Logistics, tracking and parts ordering.
* Performed NT Server Administration including: Managing user accounts, access permissions, backup and restoration, server patch management, and LAN documentation.
* Designed and maintained Windows NT 4.0 Networked with Windows NT/95 Workstations for various customers
* Assembled and installed PCs ranging from 486s to i7 for various clients with additional peripherals such as Modems, Scanners, Printers, etc. and other software.