# Dilip

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# Professional Abridgement

* Total IT experience: **9 years and 4 months**
* Web-hosting support experience: **9 months**
* Telecommunications domain application support: 3 years and 8 months
* Banking domain application support: **4 years**
* Trainings: PDMS tool (100 hours) and Cisco ICND1+2 preparatory (32 hours)
* Last company: **Barwil Dubai LLC, Dubai, UAE**
* Last job designation: **Clearing & Forwarding team member and coordinator (Shipping and Marine Logistics)**
* Last job profile: I was into logistics coordination for mainly automobile majors and also for a company dealing in construction machinery. Additionally, I was involved in shipments in the Arabian Gulf region for local auto companies, mostly via sea and to some extent also by road.
* Languages known: English, Hindi, Malayalam, Kannada

# Areas of Expertise

* Advanced level shell scripting on ksh, csh, Bourne and bash shells, Ubuntu, Redhat Linux
* Sybase ASE database development and Autosys job-scheduler including the GUI enabled version
* Data warehouse job-schedule maintenance with SQL Server 2008, Oracle 8i and 9i, Sybase IQ v 12.7 and db2

# Qualification

* B.Tech in Electronics Engineering (4 years) (Nov 1998- Oct 2002) from Model Engineering College (CUSAT), Cochin University. (Aggregate 73.7%)
* Pre-University Certificate from St. Joseph's Science College - Karnataka Department of Pre-University Education (2 years) (June 1996 – Apr 1998). (Aggregate 78.4%)
* Secondary School Certificate from St. Joseph's Indian High School – Karnataka State Education Examination Board (Aggregate 82.4%)

# Trainings:

* ICND1+2 preparatory course, IIHT Indian Institute of Hardware Technology(Feb 2014)
* PDMS (Plant Design Management System) from ASTS, Cochin (Nov 2013 – Dec 2013)
* Know Your Industry training for Telecommunications industry at IBM India Pvt Ltd, Bangalore (2009)

# Work Experience:

Company : **Barwil Dubai LLC, Dubai**

Period : Mar 2016 – Aug 2016

Designation: C&F Coordinator, Clearing and Forwarding team (Wilhelmsen)

* Client:Komatsu**,** Sumitomo, CNH Case, individual import/export clients
* Process customs declarations for customs clearance for shipment of various kinds including cars and construction equipment like hydraulic excavators, motor graders etc.
* Interact with and deploy company representatives for Dubai Customs clearance related activities.
* Maintain a report of shipments belonging to the major clients in an excel sheet in pre-specified format.

Company : **Wiztelsys Server Technologies Pvt Ltd, Cochin**

Period : Apr 2013 – Dec 2013

Designation: Senior Systems Engineer

* Client:Arvixe USA(QA Support lead and Chat support member)
* Manage client expectations as Quality Assurance lead and handle reviews for the individual support logins.
* Provide online chat assistance to clients of Arvixe through various logins as per instruction from management, for the client's hosting issues and reply to customer support tickets, on oldest first basis.
* Acquire knowledge of Webserver functioning Apache and IIS and web-hosting support interfaces like cPanel, Website Panel, WHM, webmail programmes.

Company : **IBM India Pvt Ltd, Bangalore**

Period : Jan 2008 – Aug 2011

Designation: Systems Engineer

* Client:Sprint USA(Number management system team-member)
* Resolve trouble tickets of varying severities on HP ServiceDesk ticketing system.
* Contributed to achieving the highest CustSat improvement in the history of the client engagement of 9% and supported roll-out of new phone “Palm-Pre”
* Client: Vodafone-Portugal(Data Warehouse team-member)
  + Sync the development/SIT environment to comply with the production environment for Vodafone Portugal through various PKE's recorded in BMC Remedy during April-September 2010.
* Client: Telstra Australia (Build and Deployment team-member)
  + Run build and deploy of applications Maximo and Spares Manager relating to the servicing of faults by the Telstra end-user support using version control tool “SVN Tortoise” and deployment tool Hudson(for Spares Manager) and shell script on AIX(for Maximo)

Company : **Cognizant Technology Solutions India Pvt Ltd, Chennai**

Period : Nov 2002- Oct 2007

Designation: Associate - Projects

* Client: JPMC USA (CASS II team member) :
* Was awarded a certificate for the work in CASS II(JPMC application) from the Director of the ASG (Advanced Solutions Group) in Cognizant (2003-04) for counterparty trading set-up application maintenance and system testing/ UAT testing.
* Client: JPMorgan UK (Concorde and Open Services team member)
* Enable the Concorde Test Centre environment to function from Pune(offshore location) by means of Citrix servers by upgrading of the application (front-end and dataserver together) when the Glasgow development team made valid modifications to the application source code.
* Client:Discover Financial Services(DFS) USA(Production support team member)
* Resolve customer tickets on IBM ServiceCenter and fill in for senior resource for the latter's vacation for DFS