**SENIOR IT PROFESSIONAL: Technology Leader with nearly 11 years’ experience**

**Profile:**

An organized confident and self-motivated IT Expert with more than 10 years of experience including 5+ years in gulf region, specialized in Manage, Research, Analysis, Administrate and Development. Experienced in solving and managing complex issues in different levels of Projects. Proven ability to managing the technical department and technical expertise to drive the project/department to successful achievements. Having problem solving with strong interpersonal, communication, presentation, client relationship, decision making skills and ability to lead and motivate team.

**Key Skills:**

* IT Management
* Company IT Infrastructure management (Hardware, Software and Networking etc.)
* Coordination activities with Projects, Companies and Clients
* HR & Payroll, Finance, Procurement domain knowledge
* Database Administration and development (Oracle, MS SQL, MS Access, FoxPro)
* Application development
* ERP (Microsoft Dynamics AX, MenaITech(HR), Inspire ERP)
* Quick learner and open to learn new areas of Technology & Management
* Ability to work with an extremely high degree of enthusiasm
* Very good personality regarding work needs (Persistence, Communication, Positive Flexibility, Ability and speed of Learning, High commitment and time management)
* Assessment of IT Environments and Services
* Application development, administration and management
* Database
* Kiosks devices and their applications

**Technical Knowledge and Skills:**

Operating System Windows 3.0/98/2000/ (Ser/Pro)/XP/2003 Server/ Vista / 7/8, Linux, Win Server

2000/2003/2008.

ERP Microsoft Dynamics AX 2009, MenaITech HRMS, Inspire ERP, CED ERP

Programming VB 6.0, .Net (VB, C#, ASP, WPF, MVC), TSQL, PL/SQL, Stored Procedure, Java, C, C++, FoxPro,

ASP, Microsoft Expression Blend 4, HTML, CSS.

Reporting Tools Crystal Reports, MS SQL Reporting tool, MS Data Report, MS Dynamics AX Reporting, Toad

Database MS SQL Server 2000/2005/2008/2012, Oracle 9i/10g/11g, MS Access, FoxPro, Dbase.

Hardware Computer hardware and networking, router configuration, Firewall, Switches, Kiosks/Digital

Signage device, VPN.

Other Tools Sonic wall, Hyper-V, VMWare, Cisco Unified Call manager, MS Office, Brackets, IIS (Internet Information Service), Tally, outlook, Photoshop, Dreamweaver, Friendly way Composer, Active Directory, MS Exchange Server, Visio, Apple Products and Mac OS.

**Education:**

* **MCA** - Master degree in computer application
* **BSc IT**- Bachelor degree in Information Technology and computer science
* **MDIA —** Master diploma in internet architecture (SSi **—** Software Solutions Integrated) 2 years

**Certification:**

* **MCITP —** Microsoft certified IT professional(Database Administrator) 70-450- Designing optimizing and maintaining a Database server infrastructure using SQL Server 2008
* **MCTS—**Microsoft certified technology specialist (70-432-MS SQL Server 2008 implementation and maintenance)
* **PMP –** Completed Project Management Professional Training**.**
* **OCA —** Oracle certified associate (Oracle 9i SQL and PL/SQL)
* **MCP —** Microsoft certified professional (MS Windows 2000 Server and professional)
* Computer hardware and networking (Ultimate computer education)
* **ADCA** Advanced diploma in computer application (Micro Computer Centre)

**Professional Experience:**

**Confidence Engineering and Development (CED) Since September 2014**

Doha, State of Qatar

**Position: IT Manager/Analyst.**

**Responsibilities:**

* **Manage entire ITD of the company.**
* **ERP Development, Implementation and Training**
* **Improves operations by conducting systems analysis; recommending changes in policies and procedures**
* **Maintains computer hardware and software applications through the use of service contractors for the purpose of ensuring availability of instructional materials.**
* **Participates in meetings for the purpose of conveying and/or gathering information required to perform functions.**
* **Prepares a variety of materials (e.g. reports, memos, letters, procedures, manuals, etc.) for the purpose of documenting activities, and/or conveying information.**
* **Responds to inquiries for the purpose of providing information and/or direction**
* **Manage and administration of office Systems, Application and Database (Windows server, Active directory, Antivirus etc.).**
* **Gathering functional and technical requirements from different department to improve IT operations.**
* **Prepare technical documents and design documents.**
* **Improve productivity through giving new techniques to the employees**
* **Migrate and upgrade software and database from different platform and different version.**
* **Database designing and programming including writing complex stored procedures, queries, functions and Triggers.**
* **Develops software solutions by studying information needs; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle**
* **Interact with the departments and vendors to discuss functional and technical requirements**
* **Plan, design, code and test a software development.**

***Technology were applied****: .Net 2010/2013, SQL Server 2012, Sonicwall , Trendmacro corporate edition Antivirus, HP Server and Cisco Switches, Microsoft Project, Microsoft Visio, Primavera Installation and configuration on oracle and SQL platform, AutoCAD /3DMax corporate edition, Windows server 2008, .Net (ASP,VB,C#), Hardware and networking maintenance, Voip.*

**Computer and Research Consultants (CRC) April 2010 to September 2014**

**Doha, Qatar.**

**Position: IT Analyst /Technical Lead**

**Responsibilities:**

* **Interact with the clients and vendors to discuss functional and technical requirements**
* **Improves operations by conducting systems analysis; recommending changes in policies and procedures**
* **Installation, managing, configuration and administration of IT infrastructure (Router, Server, Switches and firewall), Application and Database**
* **Manage and coordinate the development and implementation team**
* **Prepare technical and design documents e.g.: Project Plan, data flow diagram, schematic diagram etc.**
* **Handling support and feedback with clients and vendors**
* **Develops software solutions by studying information needs; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle**
* **Documents and demonstrates solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments and clear code**
* **Prepare operation and technical manual**
* **Designing, development and modifies modules based on functional and technical requirements**
* **Database designing and coding including writing complex procedures, functions and Triggers**
* **Migration - software from different platform to needed platform**
* **Prepares and installs solutions by determining and designing system specifications, standards, and programming**
* **Installation, Implementation and training of MenaITech HR and Payroll management Solution (Technical).**
* **Prepare various reports as per the requirement from the senior management as well as client**
* **Kiosk device and application development, installation, implementation and training**
* **Application development and implementation**
* **Testing process through unit testing and bug fixing**
* **Perform Daily backup operation for Database, System data to ensure that all the data backed up (Scheduled and Manual)**
* **Database administration and development**
* **Recovering data from the failure of both hardware and software**
* **Troubleshooting and maintenance of hardware as well as software**
* **Testing the product to ensure that it operates good and satisfactorily**

***Software tools used****: .Net 2005/208/2010, SQL Server 2000/2005/2008/2012, MenaITech HRMS, MS Access, Cisco Unified Call Manager, Oracle 10g/9i, Toad, SQL Developer, UNIX, Visual studio 6.0, Friendlyway Composer, VBA, Windows 2000/2003 Servers, Photoshop CS5, Microsoft Expression Blend 4, Voip.*

**Locus IT February 2008-December 2009**

**India.**

**Position: Senior Technical Consultant**

**Responsibilities:**

* **Interact with client and discussion on requirement. Providing technical and functional support to on all the procedures and complexities involved in Dynamics AX including GL, AR, AP, FA, Bank Management, Inventory and HR Modules**
* **Involved in Database designing and programming including writing complex stored procedures, functions and Triggers.**
* **Responsible for analyzing, testing and implementation of the ERP.**
* **Carrying out data migration from various platforms to SQL Server**.
* **Planning, designing and developing application on .Net environment using** [**vb.net**](http://vb.net) **and C#.net technology.**
* **Installing, configuring and administering ERP (Microsoft Dynamics AX 2009)**
* **Generate reports using crystal reports and SSRS (SQL Server reporting service)**
* **Software installation, administration, and implementation (ERP, OS (Windows 2003), Active Directory, Server, Database, Antivirus and Backup database/files etc.)**
* **Maintain and improving existing software system and processes**
* **Do troubleshooting and maintenance**
* **Finding the bugs and fixing them**
* **Manage the team on development and test environment**

***Software tools used****: Microsoft Dynamics AX2009, SQL Server 2005/2008, Oracle 10g, .Net 2008, VB 6.0, Crystal Reports, Windows 2003 server administration*

**Reem Al Watan May 2009 to July 2009**

**Position: Position: Project Leader**

**Responsibilities:**

* **Forecasting requirements**
* **Managed the entire team from the beginning of the project till delivery and signoff**
* **Development of POS application from scratch**
* **Worked on all phases of software development; gathering requirements, designing,   
  development, testing, implementation, training and support**
* **Implementation of POS application at the client location including hardware(PC, Server, Networking, etc.) setup**
* **Perform and maintain the backup of database and relevant data**
* **Followed up for development of software system with three tier architecture**
* **Troubleshoot and maintenance**

***Software tools used****: SQL Server 2005, VB 6.0, Access, Crystal Reports*

**Inspire Solutions August, 2006 to January, 2008**

**India**

**Position: Software Engineer**

**Responsibilities:**

* **Installing, configuring, and maintaining IT setup including hardware and software in the organization**
* **Worked on all phases of software development; gathering requirements, designing,   
  development, testing, implementation, training and support**
* **Involved in database programming including stored procedures, functions and triggers.**
* **Implementation and training at the client.**
* **Troubleshooting and maintenance.**

***Software tools used:*** *VB 6.0, Crystal Reports, Data reports, MS Access, SQL Server 2000, Oracle 9i.*

**E-Zone Tech January, 2005 to June, 2006**

India

**Position:** Software Developer

Responsibilities:

* Plan, design and code forms, database and reports.
* Software installation and maintenance.
* Hardware repairing and Service.
* Software troubleshoot and maintenance.

***Software tools used:*** *VB 6.0, MS Office 2000, Data Reports, Photoshop, Foxpro.*

**Personal Information:**

* Nationality : Indian
* Gender : Male
* Date of Birth : 19th May 1982
* Religion : Islam
* Marital status : Married

**Languages Known:**

* Fluent in English and Malayalam
* Good in Hindi
* Fair in Arabic



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