**First Name of Application CV No 1648404**

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Information Systems Manager offering 14+ years experience (Close to 5 years in a managerial position)with MNC’s in managing various roles within Information Systems, mostly with FMCG’s, Retailing, Global Logistics,Supply Chain and International Sourcing.

Technology and Business Visionary. Strong record of success in creating robust IT architecture and infrastructure. Proven ability to bring the benefits of IT to resolve business issue while managing costs and risks. Lead development of large scale IT applications and put them into active business use. Deployed major ERP/Business applications.

**Core Competencies**

ERP – Design /Implementation/Support (JD Edwards , Epicor iScala)

Project Management

Business Applications

Service Delivery / Infrastructure – Management

CRM/Pre-Sales/Business Applications

HR MIS

Team Building, Supervision, Mentoring and Leadership  
Systems Standardization

Budgeting/Cost Reduction and Return On Investment  
IS Security Policies / Procedure Formulation/Best Practices  
BI

Collaboration / Intranet/E-commerce /VoIP

Database and Server Management  
Mobility

Backup/DR / Business Continuity

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| **Career Snapshot** | |
| Organizations | RedOrange (India)– Information Systems Manager (Aug 2011 – Jan 2016)  Reckitt Benckiser Arabia(Dubai, UAE) – Systems Analyst (Dec 2007– Jun 2011)  Reckitt Benckiser Arabia(Dubai, UAE) – IT Admin (Aug 2002 – Nov 2007)  BPLMobile Cellular Ltd(India) – Network and System Engineer (July 2000 – Aug. 2002) |

**Academic Background/Certified Courses**

* Master's In Business Administration.
* Batchers Degree - Computer Science.
* 3 Year General Engineering Diploma in ECE.

**Professional Certifications**

* MCSE 2003 Certified - Microsoft (Messaging Track).
* CCNA Certified - Cisco
* MCP 2000 Exchange – Microsoft
* ITIL
* PMP Trained

**Employment Scan**

**Aug 2011 to Jan 2016 with Red Orange as Manager - Information Systems (India)**

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| A Multinational company who are in to International Sourcing , Global Logistics, Oil and Gas, Food Services and Distribution and Heavy Equipment Supplies/ Leasing , mainly focused with supplies to US Government & Embassies and its allies, the UN, and various relief organizations around the globe particularly in remote and sometimes hostile regions within the Gulf + Lebanon, Jordan etc and West & East Africa and Central Asia.  As headed the IT Division, handled responsibilities of ERP , Business Applications and Service Delivery and Infrastructure. Ensuring timely completion of IS Projects, Creation, review and amendment of IT Policy.  Was part of the Executive Committee, managing user base across 6 countries. Executed major IT/IS Business projects. Obtained high level experience of Supply/Trading business with complexities across various countries.  Lead re-implementation of ERP (Epicor iScala), Devolved a new application with a link to ERP for Pre-Sales/MIS. Project completed in 9 months.  Developed a new MIS deck for Finance , Supply , Sales , CS , Freight, MKTG departments , covering almost all reports relevant to each.  Developed a new customized Pre-Sales and CRM Module for companies business use.  Business Application implementation leading to Process Improvement.  Delivered successful projects of big size with reduced head count in IT function.  IT operational cost reduced significantly by building up a backend office in India and two data centres in Dubai and New Jersey – US.  Voice Cost reduced by 70% ,by implementing VoIP system between major offices in India, US , Canada and Afganistan.  Developed a new e-commerce portal for company’s retail business.  Developed strategic plans and implemented the objectives of the information technology needs of the company to ensure the computer capabilities are responsive to the needs of the Company's growth and objectives.  Advised senior management on strategic systems conversions and integrations in support of business goals and objectives.  Improved IT service level from satisfaction level of 50% to 85% through strong measures and continuous survey. |

**Dec 2007– Jun 2011** **with Reckitt Benckiser Arabia FZE – Dubai , UAE**

World No.1 Company in Health Care sector with a turnover of GBP 5.5Billion globally with 30000 employees & operations in 180 countries.

Was part of the regional IS Team, Managing user base across 25 countries (GCC , Levant region , North West Africa). Was part of major regional and area level projects. Obtained high experience of FMCG in a distributor based market with complexities across various countries. Lead implementation of various business/technical projects in 5 countries (Pakistan, Dubai, Kenya, Nigeria and South Africa).

Lead ERP/Business applications support ( JDE) for MENA and Egypt business.

**As Systems Analyst (Dec 2007 – Jun 2011)**

* ERP(JD Edwards) and business application Implementation &Support
* IS Strategic Projects Management & delivery in Middle East,North Africa and Egypt Regions.
* System design, programming, testing, and documentation in a high quality and professional manner.
* Maintaining infrastructure service levels through regular reviews and corrective actions on process KPIs , to ensure that systems and applications are performing to required service levels and quality expectations.
* Analyzing the existing system performance to recommend enhancements that result in improvements.
* Ensuring all global and local standards are implemented and followed in the areas of programming, data, infrastructure, security and documentation.
* Maintaining state of the art business and technological knowledge to enable the constant improvement of information systems.
* Monitoring and analyzing the existing systems, recommend enhancements in technical function and business utility.
* Programming, testing, and implementing IS projects and enhancements.
* Analyzing, documenting and testing Standard Operating Procedures and Standard Operating Instructions for PD services to maintain quality of service.
* Developing, maintaining and executing support / governance models to achieve ‘trouble-free’ deployment of new services, infrastructure or application changes.
* Ensuring compliance with RB’s strategic plans, policies and programs.
* Manage IT Administrators, Helpdesk Engineers and systems (BMC Remedy Helpdesk System) for MENA, NA and Egypt.
* Infrastructure and systems administration across multiple technologies.
* Proactive and reactive management of L3 support issues, including liaison with business users, system users, partners and 3rd party vendors.
* Ensuring that all IT security risks are covered in deployment of infrastructure services.
* Leading technical PD resources with diverse technology expertise.
* Handling the Development of user manuals and procedures, perform user training, Cost Management of voice, data, licenses, maintenance and all related IS services.

**As IT Administrator (Aug 2002 – Nov 2007)**

* Led the overall system/computer and network administration, maintenance and support.
* Ensured the In-house desktop computing and network computing environments management.
* Manage the performance of services to users to ensure they are aligned with the IS SLA’s.
* Acted as a Level II support window for users.
* Rendered Level II assistance to users regarding computer software and hardware (peripherals) related issues and problems.
* Geography wise computer support and inventory management.
* Installed, configured, tested and monitored the services, applications, servers and networked peripheral devices.
* Gave first level support on servers encompassing the exchange, print, proxy, DHCP / DNS / WINS, backup, storage servers and their associated operating systems and software.
* Maintained data centre environmental and server farms.
* Led the ongoing performance tuning, hardware upgrades and resources optimization as required.
* Researched and recommended the hardware and software development, purchase and use.
* Rendered Level II line support for technical issues within region
* Coordinated and communicated the service impacted constituencies from hardware and software failures.
* Managed the Windows server administration, VERITAS Backup Enterprise server ,LANDesk, SCSI, RAID ,SQL, IIS and TCP/IP network protocol and network operating system configuration
* Handled the MS Active directory, Symantec antivirus, Windows and Exchange servers.

**Jul’00- Aug’02 with BPL Mobile Cellular Ltd., Kochi , India as Network and System Engineer (Kochi-India)**

**Accountabilities**

* Administering Windows NT in a multi domain environment and Novell NetWare having almost 400 PC’s. Job also includes Software support to users online.
* Exchange Server 2000 administration and Client side Configurations.
* Linux Server Administration
* Ensured Periodic updation of Virus definitions using McAfee Enterprise Edition from a Single Point.
* Led the Remote Management of Computers using third party utilities (PC Anywhere).
* Installation, Configuration and troubleshooting of Mobile internal Software (Centura, BSCS, CRS, Satyam Billview, etc.).
* Monitoring of Networks using third party utilities.
* Installation and configuration of CISCO Routers, Switches and Hubs.
* Troubleshooting leased lines having RAD modems.
* Maintenance of all PC’s with absolutely no downtime.
* Installation, Configuration and trouble shooting of internal Software, LAN and Network printers using HP JET admin Utilities.
* Providing solutions for various problems relates to computers and networks.
* Financials Software Configurations using Novell Server 4.11.

**Personal Dossier**

Date of Birth : 22nd May 1975

Nationality : Indian

Marital Status : Married