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**Information Technology – IT Manager / Administrator**

**Summary:**

A seasoned IT Professional with proven leadership skills, applying people, process, problem-solving, and technical skills to improve individual, team and organizational performance. Distinguished for providing quality solutions to complex business problems within scope, budget and tight schedules.

**Highlights:**

* **16.5 years of IT experience / 11.5 years in UAE**
* Managed Systems / Applications / Infrastructure / Security / Assets / MIS and Business Intelligence.
* Good Team manager and motivator.
* Experienced in standard business and financial processes. (Industries: Retailing, Logistics, Oil and Gas Company)
* Built a very good relationship with local and international IT vendors to procure quality assets and applications.
* Project Management, implementations upholding ITIL concepts.
* Integrates departments and satisfy management objectives, ensure high availability of IT across departments.
* Works with company management to satisfy organizational objectives.
* Experienced in handling Multi-cultural environment. Flair for communication and interaction with internal customers.
* Ability to effectively manage budget, time and resources, desire to take responsibility for developing and implementing ideas.
* Ensure that all IT processes comply with regional legislative and regulatory framework.

**Work Experience:** Currently working as Computer Systems Manager for Prosource IT, Dubai

1. **Shelf Drilling Offshore holdings Ltd. (Contract / Dec 2013 – Apr 2016)**

**Position:** Project Manager and Applications Specialist.

**Reporting:** Director- IT and VP- Operations

**Functions:** IT Systems Management and Applications Administration, Manage and Support Enterprise applications in daily operations, provide direction focused on developing realistic and effective solutions. Work closely with the Operations Department to fulfill business objectives. Conduct risk identification and mitigation action planning. Track and resolve technical issues. Escalate issues with Vendor. Report status with alarms, explanations and solutions. Data security. Manage Projects (Planning, Technical Documentation, Implementation, Testing, Version control, Upgrades).

**Skillsets:** Application Management, Project Management, Team management, Vendor management,

Windows Server 2012, MS SQL Server 2012, ETL / SSIS / DTS, SQL database management,

Disaster recovery concepts, VSAT network concepts, corporate communication, Training and facilitating, MIS / Adhoc reports, IIS and Web services / controls, Content distribution and management, QHSE / OHSA / Risk Management Concepts.

**APPLICATIONS / PROJECTS – SHELF DRILLING:**

* RIMDrill Application (Rigging Operation) – Infostat Systems
* Skillgrid & SkillsXP (HSE Training and Competency, Risk and Incident Reporting Applications) - Petroed
* Synergi Life (QHSE and risk management application) – DNV
* JD Edwards (ERP)
* CITRIX Server (Mobility Solutions)
* SharePoint Portal (Shelf Documentation and Approval Structure)
* Bomgar (Remote Support Application)
* KACE (Dell Endpoint Systems Management Appliances)
* Office 365 and Azure Cloud Services.
* Spiceworks (IT Service Desk management)
* Layer2cloud, Best Sync (Data integration Applications)
1. **(ATS England) , UAE (Project / Jun 2013 – Oct 2013)**

**Position:**  IT Systems and Applications Consultant

**Reporting:** Company Director

**Functions:** Technical Consultant, Data Integrator, ERP cross functional consultant.

**Skillsets:** Application Management, Project Management, IIS and Web services / controls, .NET Framework,VB.net C#, Windows Server 2012, MS SQL Server 2012, ETL / SSIS / DTS, Data security, Vendor management, SQL database management, Training and facilitating.

**APPLICATIONS / PROJECTS – ATS International:**

* Bespoke online CRM and Data integration with ERP
* EPICOR ERP
* Company portal for dynamic product catalogues.
1. **UAE. (Contract / Mar 2004 - May 2013)**

**Position** Asst. IT Manager

**Reporting**: Head of Department – IT

**Functions:** IT Systems Management and Applications Administration, Implement and manage the business Intelligence application for EROS Group, MIS Reporting, Manage and Support Enterprise applications in daily operations. Infrastructure evaluation and procurement. IT Budgeting and Forecasting. Conduct risk identification and mitigation action planning. Track and resolve technical issues. Manage Projects (Planning, Technical Documentation, Implementation, Testing, Version control, Upgrades). Team mentoring, training and facilitating. Process confirmation and Internal Audit.

**Skillsets:** Application Management, Project Management, Team management, Vendor management,

Windows Server 2008, MS SQL Server 2012, ETL / SSIS / DTS, SQL database management,

Infrastructure and maintenance, Backup services, network and security concepts, Disaster recovery, Corporate communication, Business Intelligence layers, MIS / Adhoc reports, IIS and Web services / controls, Content distribution and management, Data security, ISO 9001:2000 Quality Management.

**APPLICATIONS / PROJECTS – EROS Group:**

* EBS/ Oracle E-business Suite Release 12 - ( ERP ) - Oracle / GTS Technologies
* IBM Cognos BI - (Business Intelligence and Management Reporting) - IBM
* Oracle Discoverer reports – (Daily Reporting) - Oracle
* Orion 10.4 / Orion Retail ERP – (Billing ERP for Small Outlets / Shops) – 3i InfoTech
* Orion Payroll systems – ( Payroll System ) - 3i InfoTech
* Xroadz B2B and HRMS – ( Online B2B Portal) - 3i InfoTech
* Amanat HRMS and WPS – ( Core HRM and document management) – Amanatsoft Executrain
* SQL Server 2000, 2005, 2008
* Oracle PL SQL.
* Web hosting and configuration. Maintain Company Portal and associated online Applications. Backend: ASP.net / VB.net / HTML / DHTML / PHP, Classic ASP / VB6 /Java scripts, Visual Studio, Dreamweaver, Flash, Photoshop. Content Management Systems. (CMS).
* Infrastructure: Maintenance of Computer Hardware, Networking LAN / WAN, WMS, Switches, Routers, Scanners, Office Printers, Fleet tracking GPS System, Microsoft Exchange Server (Corporate Email) / Corporate Antivirus / Anti-Spam / Internet Security / RFID tagging systems for asset management, Bio-metric attendance systems, Blackberry Enterprise Services, E-voucher distribution POS terminals, Warehouse management hardware like Portable data terminals, hand held devices, scanners and barcode printers.

**Responsibilities as IT Manager:**

* Work with Company management to fulfil Organizational business objectives.
* Manage, maintain and support resilient operations of IT Systems, Assets and Infrastructure (ERP, HRMS, CRM, MIS and Business Intelligence, ITSM, Support Applications, Databases, Company Website, BES, MS Exchange, Mobile Applications, Computer systems, POS Terminals, IP Telephony, VMware, Citrix, Servers and System Architecture).
* Manage IT projects, define project tasks, resource allocation, scheduling project timelines , constantly monitor and report on progress to stake holders, project evaluation and result assessment, manage project changes and ensure handover within agreed timescales, scope and cost.
* Strategic IT planning, oversight of IT performance. Review the adequacy and allocation of IT resources in terms of funding, personnel, equipment, and service levels.
* Maintain the Business Intelligence environment, ensuring availability of accurate, pre-formatted /adhoc reports, MIS, HRIS and other analytics to decision makers and functional requirements.
* Ensuring Optimum Usage of systems through Monitoring, Evaluating and continually improving IT applications / EDP / database performance and other IT Support systems used in daily Operations.
* Build Business Continuity Plans / Disaster Recovery and Management Plans.
* Ensure Compliance to division Objectives pertaining to System Uptime and Helpdesk Response TAT.
* Coordinate with Division managers to discuss system requirements, specifications, budgets and project timelines. Coordinate priorities between the IT department and user department.
* Enforce data and network security policies. Oversee risk assessments and document identified risks to data. Ensure alignment with current practices and regulatory requirements.
* Ensure that all IT processes comply with regional legislative and legal requirements.
* Research and Development, Recommend new products, identifying new market opportunities and leading efforts to improve IT processes.
* Manage IT Team and Vendors / Contractors to design, implement and administer various IT and Internal communications systems, software, networks etc. Evaluate vendors for IT supplies, repairs, scheduled services and new requirements.
* Maintain and mentor IT staff by Evaluating, Recruiting, Orientation, Induction and developing personal growth plans.
* Audit processes and internal controls, and procedures to make sure records are accurate and information controls are in place. (Active member of the Organization QMS Panel)
* Formulate new policies and practices based on system logs and user feedback as a part of continuous improvement process.
* Maintain the Organization Web Portal, Social Networking, Online Applications, B2B, Company Website, B2B, E-Marketing, and Employee Portal.
* Implement SEO strategies, enhance online presence using best practices such as user content optimization and meta-data optimization.
* Display Multi-tasking skills with capability to adapt to rapidly changing environments.

**4) Previous Experiences**

* **Mumbai, Ind. (Project / Mar 1999 - Feb 2000 / Feb 2002 - Oct 2003)**

Position: Team Leader / Project Manager

Profile: Project Management, Development and Resource Planning.

* **Mumbai. (Contract / Mar 2000 - Feb 2002)**

Positions: Senior Programmer / Project Manager

Profile: Project management, Web Development, Programming,

* **Mumbai.(Contract / Jul 1998 - Feb 1999)**

Position: Pre-sales Engineer

Profile: Handling Inquiries for software and hardware solutions, Pre-sales handling and follow-up.

**Major projects / achievements:**

* Managed the implementation of RIMDrill application across the Shelf drilling fleet consisting of 38 Rigs (Team size: 6 / 600 hrs.)
* Executed successfully the maintenance project for 41 SQL Servers in Shelf Drilling, spread across the globe. All 41 Servers are synchronized with a central SQL Server in Dubai data center. (Team size 7 /200 hrs.)
* Headed the Successful Transition of the core Eros HR / B2B / Credit department document workflows and approval processes into an organized, digital paperless system. (Team size 12 / 850 hours)
* Planned and executed the implementation of the Business Intelligence Layer for Eros Group using the IBM Cognos. The outcome was evaluated to an astonishing 65-70% reduction of resource time consumed in generating daily operational analytics for its various divisions. (Team size 3 / 400 hrs.)
* Implemented the Mobile Reporting Strategy. Live Stock queries and sales reporting are available round the clock on each executive's blackberry device, Eros Group becoming one of the first few companies that has this capability. (Team size 2 / 300 hrs.)
* Headed the implementation of the E-Voucher distribution system for Du Recharge vouchers - now caters to over 2000 Terminals across UAE. (Team size 5 / 350 hrs.)
* Recognized and awarded by Management for Best Employee Awards, Quality Management Systems and Retailing Events.

**Qualification & Training:**

* BSC - Computer Science ( Mangalore University - 1998 )
* MBA - Information Technology ( ISMS - Mumbai - 2013 )
* ASP.net Programming ( Aptech Dubai - 2007 )
* VB.net Programming ( Aptech Dubai - 2007 )
* QMS Internal Auditor course - ISO 9001:2000 ( SGS Dubai - 2008 )
* EMS Auditor Training course - ISO 14001:2004 ( LRQA Dubai - 2010 )

**Personal Details:**

* Indian / Male / 40 / Married
* Languages: English, Hindi, Malayalam
* DL: Valid UAE Driving license
* Visa status: Employment / Residence

I hereby declare that the information given above is true and correct to the best of my knowledge and belief.

I will be happy to give you references upon request.

Yours Sincerely