|  |
| --- |
|  **AMEEN**  **UAE Experience: 4+ years in IT hospitality Industry** |
| **PROFESSIONAL SKILL****Workshop: (HCL Certification)**A+ 🡪 HardwareN+ 🡪 NetworkCCNA 🡪 Cisco Certified Network Associate**Technical Knowledge:**Operating System 🡪 XP/ Vista/ 7/ 8/ 10 Server: 2003/ 2008/ 2012Software Skill 🡪 MS Office 2007/ 2010/ 2013Network Skill 🡪 TCP IP /Lan/ Wan/ Router/ . Switches/ VPN/ FirewallSecurities 🡪 Anti-virus/ CCTV/ Door access/ . Time attendance**SCHOLASTICS****Master Degree:** **M.C.A🡪Master Of Computer Application** University **:** Madras University Grade/Class **:** First Class Passed Out **:** 2008 – 2010 Attested **:** UAE Embassy Indian Embassy**Bachelor Degree:****B.C.A🡪Bachelor Of Computer Application** University **:** The New College Grade/Class **:** First Class Passed Out **:** 2008 – 2010 Attested **:** Indian Embassy **PERSONAL DOSSIER** Date of Birth **:** 12th Feb 1985Nationality **:** IndianLanguage **:** English, Tamil **ADDITIONAL INFORMATION****Helping to Front Office :*** Daily operations including individual guests, group check in and out
* Provide outstanding services and ensure customer satisfaction.
* Customer concerns and complaints promptly and professionally.
* Respond to customer needs and requests in a timely manner.
* Answer phone switchboards and transfer calls and take messages.
* Manage incoming and outgoing mails and faxes.
* Post charges to guests and handle card and cash transactions.
* Used to deal with corporate contracts in regards to reservation procedures.
* Ensures compliance with all Front Office policies and standards.
* Verifying all check in registration cards and ensure that all vouchers for check in of the day are available with registration forms and correspondence is according to room bookings. report,

**HIS (Hotel Establishment Information System) CID report :*** Monitoring the person they updating (or) not on daily HIS/CID system for the details of guest check in and check out
* Monitor the person they entering correct data in both Arabic and English
 | **PROFESSIONAL SYNOPSIS**Intend to build a career to keep in place with the growing IT in hotel industry and desire to work as a key player in challenging and creative environment which helps me to contribute effectively to the company’sGrowth.**CAREER CONTOUR****Dusit Pearl Coast Premier Hotel Apartments, (Managed by Dusit International) - Working as IT-Officer from Jan 2012 to April 2016.** **Roles & Responsibilities:*** Ensure that strategic and core information is centralized and accessible to all users by administration of application and devices in below indicates
* PMS - Opera (Version 5) and Opera Interface (IFC8)
* Micros 3900/9700 used as passed years 2012-2013.
* PABX - Siemens HI path 3000
* Call accounting application -- FCS/Telesuite and voice
* Back Office Accounts – Lattice
* Guest WIFI access -- 24 online
* Door access control application -- ZKbiolock
* Door access lock – LH5000/LH4000
* Guest Keycard – RFID/MIFARE cards
* Data card printer – SD360
* Time attendance U260 and application ZK V Middle east
* CCTV – HIK Vision
* E-mail exchange/domain server in our head office Bangkok Dusit

 We are access the emails through VPN connection and access to outlook 2007/2010/2013 and POP/IMAP/Webmail.* Troubleshooting and configure all kind of hardware and setups like printers/routers/switches/LAN/VPN etc.
* Installation of all software (Operating system/Drivers etc.
* Responsible for antivirus update and patches
* Responsible to take data backup manually in daily basis.
* Responsible to contact application (or) hardware vendor to make AMC
* Responsible to check every day for all networks functioning properly
* Provide all type of IT support to our users including hardware and software as well as guest internet connectivity\Wireless\VPN and outlook.

**OASIS Network Pvt.Ltd, Chennai – Worked as IT --Hardware Engineer from January 2010 to September 2010.** **Roles & Responsibilities*** Hardware assembling and trouble shooting
* Installation of software’s and operating system, windows server 2003 & 2008,XP, vista and 7
* Installation of all kind of antivirus software’s and trouble shooting
* PC and Laptop repairing and trouble shooting
* Internet router configuration setup as per the client request
* Maintains the pc and laptop stock details
* Maintain annual maintenance contract for our client companies.
* Maintain customer satisfaction and continue the service with us AMC

**Chandra Computers., Tiruthani -Working as Desktop service Engineer from January 2009 to December 2009.** **Roles & Responsibilities:*** **Provide on-site Technical Product support or installation**
* Install hardware and software configurations, Install, troubleshoot and maintain computer
* **Systems, hardware and peripherals**
* Identifies, analyzes and repairs product failures, orders replacement parts as required
* Provide technical product training and basic user functionality training to customer base
* **when required**
* Work closely with Field staff to implement appropriate policies to manage work flow
* **Provide Tier 2 Technical Product customer support**
* Resolve customer issues with hardware and software related issues
* Ensure customer satisfaction is maintained
* Escalate technical issues to R&D/Product Management as needed
* Escalate customer issues to line supervisors
* Provide product feedback/customer suggestions to R&D
* Support the implementation of the help desk tracking system, with recommendations for
* Continuous improvement from the system, process and end user perspectives

**Virtusa India Pvt Ltd., Chennai - Worked as IT-Help Desk Engineer from April 2008 to October2008.** **Roles & Responsibilities:*** Answering the queries of users related to SOFTWARE, HARDWARE, LINKS, MAILS related issues.
* Closing the calls through RDS—Remote Desktop Support.
* Coordinating for meeting arrangements through video conferencing.
* Installation, configuration & troubleshooting of DELL, HP desktops.
* Configuration and troubleshooting of DELL, HP laptops
* Configuration of troubleshooting of MS-OUTLOOK.
* Troubleshooting of network printer and configuration.
* Troubleshooting of windows-xp & Vista operating system related issues.
* Installing windows 2003 or windows 2000 server family and configuring system as per user requirements.
* Installation of different application software and troubleshooting.
* Responsible for asset management.
* Responsible for Anti-virus activities and updating of anti-virus.
* Responsible for patch updating through SMS server.
 |