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| **AMEEN**        **UAE Experience: 4+ years in IT hospitality Industry** | |
| **PROFESSIONAL SKILL**  **Workshop: (HCL Certification)**  A+ 🡪 Hardware  N+ 🡪 Network  CCNA 🡪 Cisco Certified Network Associate  **Technical Knowledge:**  Operating System 🡪 XP/ Vista/ 7/ 8/ 10  Server: 2003/ 2008/ 2012  Software Skill 🡪 MS Office 2007/ 2010/ 2013  Network Skill 🡪 TCP IP /Lan/ Wan/ Router/ . Switches/ VPN/ Firewall  Securities 🡪 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 1985  Nationality **:** Indian  Language **:** 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’s  Growth.  **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. |