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| Savio  [Savio.304514@2freemail.com](mailto:Savio.304514@2freemail.com) | |
| core24x24iconsKey Skills   |  | | --- | | ***IT Infrastructure Management*** | |  | | ***Network/Security Systems Administration*** | |  | | ***Application Development*** | |  | | ***Data Integrity and Disaster Recovery*** | |  | | ***Technical Documentation*** | |  | | ***Risk Assessment*** | |  | | ***Requirement Gathering & Analysis*** | |  | | ***Delivery Management*** | |  | | ***Program / Project Management*** | |  | | “*Versatile, high-energy technocrat with the merit of executing prestigious Information Technology projects of large magnitude within strict time schedules”*  *Targeting assignments in* ***IT Operations & Project Management*** *with an organisation of repute*  Industry Preference: Hotel / Banking  Location Preference: Canada, Australia, Middle East |
| knowledge24x24iconsProfile Summary |
| * **Microsoft Certified Professional** with **over 8 years** of experience in **IT Operations**and **IT Infrastructure Management** * **Trusted leader**, with comprehensive experience in adapting business strategy to IT vision; technically sophisticated with sharp business acumen- guaranteeing world-class execution * Expertise in **end-to-end management of IT operations** from strategy to implementation involving requirement analysis, scheduling, tracking, system study, designing, testing, de-bugging, security and troubleshooting * Significant experience in driving overall **IT Operations** (in sync with the organisational plan); inclusive of defining the IT roadmap, budgeting, technology evaluation & evangelisation * Excellence in setting out quality standards for various operational areas, ensuring a high-quality customer experience, while adhering to the SLAs and work processes * Re-oriented **IT Service Management** methodologies to ensure improved focus on functional expertise and delivery of business critical services * Proven record of analyzing processes & workflows, assessing their efficacy related to business plans & goals and suggesting re-engineering / simplification solutions * **An effective leader** with proven capabilities in leading larger teams during the project phase and guiding team members & enabling knowledge sharing among the team |
| career24x24iconsCareer Timeline | |
| Since 2012  2009-2012  **Millennium Plaza Hotel**  **Copthorne Hotel**  **Dial Five Technologies Pvt. Ltd.**  **Kiran International Computer LLC**  2008-2009  2007-2008 | |
| * Work Experience   **Dec’12 – Till Date Millennium Plaza Hotel, Dubai, UAE**  **Growth Path / Assignments Handled:**  *Dec’12 – Till Date Millennium Plaza Hotel – Dubai, UAE as IT Manager*  *Jun’13 – Jul’13 Copthorne Hotel, Sharjah, UAE as IT Manager (Support Team Member for Pre-Opening)*  *Since Jan’16 Millennium Plaza Hotel, Dubai, UAE as Director of Information Technology*  **Role:**   * Monitoring & ensuring timely execution of IT Hospitality Projects * Engaged in different IT operations of Millennium Plaza, Dubai * Managing: * ICT projects & operations; planning, developing and leading complex hospitality IT systems like Property Management, Building Management Systems, Opera, Micros, Materials Control, Sun System, Oracle ERP Solutions, Nortel, Wifi Solutions &Nomadix System Integration * VMware Server Active Directory, Dir Sync for Office365 for all Millennium &Copthorne Hotels * Planned & created standard operating procedures, technical documentation brand specifications, IT infrastructure for ensuring smooth operations * Coordinating with General Manager, Technical Team and Vendors for new projects implementation and deliver the requirement on mention time frame * Offering assistance to theRegional IT Director at the Corporate Office for implementing Office365 migration for Middle East Region Millennium Hotels * Maintaining & updating the details of the inventory; assisting the users at the corporate office for resolving the technical issues in absence of Regional IT Director * Reviewing & ensuring timely configuration / installation of SSL Certification for Middle East Region Millennium Hotels in Opera Oracle Wallet Manager used for connecting Opera PMS to Millennium Hotels Website Online Booking   **Projects Undertaken:**   * Designing New Registration Cards for all Middle East Region Millennium Hotels and Implementing it in Opera PMS * Designing M&C Rewards Program Tabs & Report Set-up for all Middle East Region Millennium Hotels in Opera PMS   **Highlights:**   * Delivered noteworthy contribution in ‘***Employ Satisfaction Metric Project’*** of Millennium Hotels and Resorts (Millennium &Copthorne) Pvt. Ltd.; received recognition for the same from Mr. Rey Alcoccer, Vice President (Operations) helping the regional office team in developing the Employ Survey form in different languages * Conferred with***‘Employ of the Month Award in Mar’10’*** for offering quality service to the guest & admin department for ensuring technology facility available 24/7 that avoids guest complains and smooth operation * Provided thought leadership & technical management in defining, implementing, ensuring, measuring & continuous improvement of latest technology trends by attending IT seminars and testing the new product through the vendor and move with implementation process with quality standards, frameworks & practices * Pivotal in streamlining processes through measures such as IT Security & Data Loss Prevention   ***At Copthorne Hotel Sharjah – Millennium &Copthorne Hotels, UAEduring the Pre-Opening***  **Reporting to:** General Manager & Regional IT Director  **Role:**   * Implemented server for the venders for OS and installed the application installation for resolving hotel related IT technical issues * Engaged in the configuration of the admin. / guest switch, set-up and streamlined IP TV network * Developed & implemented user policy & installed different software for department and operational use   exp24x24iconsPrevious Experience  **Apr’09 – Nov’12 Copthrone Hotel, Dubai, UAE**  **Growth Path:**  *Apr’09 – Oct’09 IT Coordinator*  *Nov’09 – Sep’11 IT Specialist*  *Oct’11 – Nov’12 IT Manager*  **Aug’08 – Apr’09 Kiran International Computer LLC, Dubai, UAE as System Administrator**  **Nov’07 – Apr’08 Dial Five Technologies Pvt. Ltd., Secundrabad, India as System & Network Administrator**  softskills24x24iconsIT Skills  **Software:** MS Office XP, 2007 and 97, Microsoft Outlook, Windows for Workgroup, Internet Explorer Web Browser, ISA Proxy Servers, Wingate, CCProxy, MS Exchange 2007, Mdaemon, NAV Corporate Edition, knowledge on C, C++ and Linux  **Operating Systems** Windows 2003 /2007/2008, Windows XP, 98/95, Cisco IOS, Windows NT (4.x/3.51), DOS &LINUX  **Hardware:** Intel based clone PCs, Branded PCs like Dell, Gateway, HP. Servers: Dell Power Edge Series, HP Proliant Series, Networking hardware including Cisco (2500,3600)/Motorola 520,VG320) Routers, XDSL Modems, Hubs and Switches.  **Cisco Skills:** IOS Configuration: Loading latest IOS from TFTP Server & remote location. Diagnostic Commands & basic configuration for optimal features. IOS worked on 11.3, 12.0 & 12.3  **Routing Skills:**  Routing concepts, Static Routing, Default Routes, and Classfull& Classless Routing Protocols Including Rip V1. V1.2. EIGRP, OSPF on single & multiple area, BGP routing, filtering & distribution, NAT & VLSM  **Switching:** Configuration of layer 2 & 3 Switch, VLAN, VTP & inter VLAN routing  **WAN:** Configuration of ISDN, BDR, Dialup profile, PRI controller configuration, Backup ISDN, Frame Relay, Point to Point & Point to Multipoint configuration, query &compression.  edu24x24iconsEducation   * B.Com. (Computers) from Magadh University, Bodhgaya Recognized by UGC, Patna, India in 2010   **Other Course:**   * Hardware and Networking Course from Indian Institute of Hardware Technology; Certified by Microsoft in 2006     Certifications   * Trained and Certified for Networks+, Hardware A+, MCP, MCSE, CCNA, REDHAT LINUX Networking and Networking Windows 2000, 2003, 2008 * MS Offices, Oracle, Web Designing   Technical Skill Set   * Micros Fidelio Applications MFF/Vision * Fidelio/Opera/Micros 3700, 9700 * Opera Web Suit online booking GDS/EDS, myfidelio.net 2 ways interface with Rate Tiger * OXI Project / OXI interface between Opera and Synxis, Windsurfer, CRM Metasphere, System * Back Office Accounting Package Sun System / Sun Vision * Hospitality On demand Services TV/Internet (NEOS, VDA, Locatel, Quadriga& Inspire (HITV) IP Television) * Door locking systems Onlity/Vinguard/Tesa/Saflok/Messerschmit * Messerschmitt RMS (Room Management System) * Hotel mode PABX Cisco Call Manager, Nortel, Alcatel, Philips, Avaya Gataways * Property Management & Building Management Systems * Call Accounting Server TMS * Internet gateway for guest network Antlabs HSIA / Tiger HSMX * Personnel Management Pay Roll Software PAYTRAX &Oasys * Microsoft Office 2003 / 2007 / 2010 / 2013 (office365) * Microsoft Platform Servers/Exchange2000, 2003, 2007, 2008 R2 * VMware Server (Vsphere) * Firewall Cisco ASA, Fortinet, Sonicwall, cyberoam&watchguard   Training Attended   * Attended 1 month Cross Training at Hotel Crowne Plaza Dubai, UAE in IT Department inAug’08 | |