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| SavioSavio.304514@2freemail.com  |
| core24x24iconsKey Skills

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| ***IT Infrastructure Management*** |
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| ***Network/Security Systems Administration*** |
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| ***Application Development*** |
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| ***Data Integrity and Disaster Recovery*** |
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| ***Technical Documentation*** |
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| ***Risk Assessment*** |
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| ***Requirement Gathering & Analysis*** |
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| ***Delivery Management*** |
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| ***Program / Project Management*** |
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 | “*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 / BankingLocation 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
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| career24x24iconsCareer Timeline |
| Since 20122009-2012**Millennium Plaza Hotel****Copthorne Hotel****Dial Five Technologies Pvt. Ltd.****Kiran International Computer LLC**2008-20092007-2008 |
| * 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
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