316146@gulfjobseekers.com

## PROFESSIONAL SYNOPSIS:

* A seasoned professional with an in-depth of **14 years of global and domestic experience in the IT sector**.
* Demonstrated leadership style, which is strongly inclined towards leading by personal knowledge and decisive actions.
* Displayed dominant action focused thinking style and displayed fast moving, practical, and focused in approach.
* Proficient in setting up and managing IT Operations, Application Support, Networks & Backup support.
* Deft in mapping client’s requirements, providing solutions for applications & troubleshooting.
* Awarded “**Eagle Award”** from PIH Services ME LTD for office migration to new Domain and Office move Dubai and Abu Dhabi.
* Secured “**Best Customer Service Award”** for delivery of exceptional customer service by the Ministry of Muscat Security Market. Oman.
* Demonstrated ability to gain customer trust and provide exceptional follow-up, leading to increased repeat and referral business.
* Excellent communication & interpersonal skills with strong analytical, organizational and relationship management abilities.

## SKILL SET:

### Hardware & O/S & Software

* Assembling, troubleshooting of PC’s and Printers. Hand on experience on Lenovo, COMPAQ, IBM, HP DELL and other Intel Based Server, workstations, digital server, HP Proliant Servers, Desktops, Deskpro, Notebooks. Broad exposure in installation and troubleshooting HP High end Network and Large Format Printers.
* Windows 7 Pro, Windows XP, Windows 2000, Windows ME, Win NT 3.51/4.0 & 95/98, Workstation 4.0, Windows’95 / ’98 Windows 3.x Windows NT Server 3.51 and 4.0, Windows 2000 Server. Microsoft Exchange 2000 & 5.5 & Ms Office 365.

### Managerial

* Implementation of project plans within pre-set budgets and deadlines.
* Developing long-term partnerships with suppliers & vendors; managing day-to-day supplier performance to ensure meeting of service, cost, delivery and quality norms.
* Consistently evaluating vendor performance to ensure adherence to predefined specifications and supply of quality material / execution of job works.

### Functional

***Network & Systems Management***

* . Managing the overall administration of LAN system.
* Rendering technical services and commissioning Switches & computer hardware devices and software, ensuring maximum uptime
* Installing and maintaining network and data communication hardware and software environment.
* Managing disk space, user profile creation and user rights management.

### Technical Support

* Troubleshooting problems pertaining to Performance Tuning, Network Administration, Application Conflicts and System Bugs.
* Installing and configuring Operating Systems, Application Software, and Anti-Viruses & Hardware.
* Addressing queries regarding the Information System / Software & extending support to the clients including maintenance of hardware / software.



**ORGANISATIONAL EXPERIENCE**:

# Stanley Black & Decker

# PIH Services ME LTD – (OIL & Gas) - MEA September 2012 – until date.

# Black & Decker (Overseas) GmbH U.A.E - MEA April 2008 – December 2011



# Operation Analyst / IT Support

Providing IT support to in house & outstation employees – MEA

Project Management and in-charge of local projects such as office relocations, IT integration, migrations and staff moves.

Providing First Level Support, consultation and user administration in terms of Office Automation, desktop- & peripheral to support MEA

Maintain and service the IT system’s (patches and data updates)

Follow through the incidents (Service-now) with correspondence and provide closure.

Provide Support in current applications (Solomon) and its infrastructure to aid the business.

Working with Corporate groups to ensure alignment of Stanley Black & Decker Global IT policy & its Standard.

Implementation of project plans within pre-set budgets and deadlines and SOX compliance.

Successfully created OWA account to enable user to access Exchange emails via Web Mail and Resource Mailbox, Distribution list, adding members and to grant users mailbox right, to send and receive emails.

Manage all local IT vendors and responsible for ensuring MEA obtains the best pricing for all IT procurement.

Maintain excellent communication to the senior management team and ensure that local management is kept abreast of both local, regional and global IT issues.

Assist management lead the business through any change in IT systems with the help of the Group Head EMEA

Responsible for Asset center.

Installation & configuration of Avaya / Cisco Phones for all in house users (both in Dubai & Jebel Ali Office).

Manage the Blackberry services contracts & device purchase from service providers.

Supervised the implementation of office security systems & manage the day to day operations & troubleshooting.

Implementation of premises surveillance systems.

Upgraded the internet leased lines at competitive rates.

Coordination with the Global Network Service (GNS) Team for any changes in the Routers & Switches.

**RSH (Middle East) LLC, Dubai  (March 2005 – March 2008)** About Company: RSH Limited’s pan- Asian odyssey; in 11 countries, over 65 international brand-names, 350 stores, 470 shops-in-shop and 2 billion consumers in Asia and beyond. Leading pan-Asian marketer, distributor and retailer of sports, golf, active lifestyle and fashion products. Products include Reebok, Osim, Puma, New Balance, Speedo, TYR, Adams golf, US kids Golf, Ashworth, Clevland golf, CHAMP, Billabong, CAT, Diesel, Lacoste, Tommy Hilfiger, vans, rider, bebe, Mumbai-se and so forth.

## Appointed as IT Coordinator & System Administrator for the entire UAE

* + Installation, Configuration & Administration of Windows NT at all the new outlets
	+ Installation & Configuration of Network applications for Domain Users
	+ Installation of PDC (Microsoft Exchange Server) & to provide Backup to PDC using NT Backup
	+ Installation of software applications Retelligance
	+ Responsible for entire office/outlet set-up, right from procuring the Computers/Laptops/LCD Monitors/Sound System/Printers/Fax Machine/Scanners, and the necessary installation/configuration.
	+ Coordinating with the various outlets/showrooms all over Dubai and Abu Dhabi for any Network

/Software issues.

* + Expertise in handling the Main branch and other branches all over Dubai & Abu Dhabi and ensuring connectivity with the Main Branch for smooth running of business
	+ Following up with Head Office for technical Support and price approvals
	+ Played a key role in Retail Automation Setup for supporting over 10 Outlets
	+ Rendering user support for MS Mail connectivity and administration along with user creation, and end user support for network related issues.
	+ Gained in-depth knowledge and exposure in configuration of:
		- WIN XP Clients/ Microsoft Outlook to access the mails from Mail Server.
		- Network Printers for the Network Printing.
	+ Installation and configuration of:
		- PDC / Microsoft Exchange Server and BDC to provide backup to PDC.
		- Software Patches/ releases as per the guidelines.
		- Network Printers using JETADMIN utility.
	+ Outlook Profiles on Desktops to access the Exchange Server locally

**International Information Technology Telecommunications Co. LLC, Muscat, (Oct 2000-Dec 2004)**

About Company: (IITTC), the leading IT Company in Oman. Not only IITTC is Microsoft Certified Solution Provider (MCSP) but also a Recommended Support Point in Oman and a Certified Technical Education Centre. Apart from this IITTC are an Oracle Education and Lotus Partner in Oman. It is also a distributor for HP & 3COM range of products.

Appointed as **IT Support Engineer** for the following clientele of IITTC, OMAN:

1. Muscat Security Market
2. International Information Technology Telecommunications Co. LLC
3. Ministry of Commerce and Industry
	* Coordinate daily operations and handled office tasks such as file management and database administration
	* Accountable for rendering second level support on Microsoft Products
	* Engaged in rendering After Sales Support (Annual Maintenance Contract) along with installation & troubleshooting of Windows NT 4.0 Server/Win NT4.0 Workstation, W2K
	* Responsible for maintenance of Compaq Servers and 3COM Switches/Hubs and implementation of new LAN and WAN networks
	* Actively involved in performing Backups in Windows 2000 SRV using NT Back up
	* Ensuring 100% uptime for network related problems and timely logging of the calls through CA’s AHD (automated helpdesk) and closing the same with proper remarks and timings.
	* Support for Windows 2000 Advance Server, Windows NT (Exchange 2000, Files Server & Printer SRV, Anti-Virus
	* Network Installation & trouble shooting (Windows 95 , Windows2K,WinXP)
	* Software Implementation & Customer Support
	* Creation of Outlook Profiles on Desktops to access the Exchange server locally
	* Maintained computer equipment and trained staff on software and hardware achievements.
	* Managing local, global and universal groups
	* Received outstanding positive comments from team members on employee reviews, as well as exceptional feedback from senior management
	* Activation keys for Microsoft Products Online, online support for Microsoft products and weekly reports to Microsoft- Dubai

## EDUCATIONAL QUALIFICATIONS

* Diploma in Computer Hardware Engineering from Datamatic Institute of Management, Mumbai (1995)
* Diploma in Computer Applications, (Windows 98, Office Application) from Institute of Computer & Construction Technology (1993)
* Completed Higher Secondary School Certificate from Poddar College (1992)

## PROFESSIONAL CERTIFICATION:

* Microsoft Certified Professional (MCSE).

## Additional Qualification

 Courses completed at Stanley Black & Decker University

- Delegation of Authority (DOA)

- IT Level (ITIL) Training on Service Now

- Being an Effective Team Member

- Effective Team Communication

## PERSONAL DETAILS

Nationality Indian

Hobbies Reading, Music, Football, Cricket, Chess

Languages Known English, Hindi

Marital Status Married

Driving License UAE

Available Immediate (visa transferable)