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**WORK EXPERIENCE**

**September 2015 – Current**

**GMCS Commercial Broker LLC**

**IT Manager**

**Responsibilities**

* Managing IT infrastructure and system transitions.
* Administrate major projects, IT budgets, priorities, standards, procedures and overall IT performance
* Define financial objectives by forecasting requirements, preparing an annual budget, scheduling expenditures, analyzing variances and initiating corrective action.
* Maintains quality service by establishing and enforcing organization standards (ISO 9001)
* Manage staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance
* Coaching, counselling and disciplining employees. Initiating, coordinating and enforcing systems, policies and procedures.
* Coordinate priorities between the IT department and user departments.
* Identify problematic areas and implement strategic solutions in time
* Achieve organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing information technologies.
* Direct technological research by studying organization goals, strategies, practices and user projects.
* Complete projects by coordinating resources and timetables with project team and development team.
* Planning the stages of the project and how each affects the business. Project evaluation.
* Ensure security of data, network access and backup systems
* Verifies application results by conducting system audits of technologies implemented.
* Preserves assets by implementing disaster recovery and back-up procedures and information security and control structures

**September 2015 – Current**

**GMCS Commercial Broker LLC**

**IT Manager**

**GMCS Projects**:

Establish GMCS company IT requirements and implement system infrastructure.

* Stage 1. Client requirements:
  + Project Professional client compatibility
  + Project Professional 2013 installation requirements
  + Project Professional 2013 through Office 365 ProPlus
  + Project Web App requirements, remote accessibility
  + Cloud backup solution and remote accessibility
  + 3rd party software – Primavera P6, Acumen Fuse PM Software, SAGE, SAP, Citrix, Oracle Database SQL, Cisco, Dropbox and Google Apps
* Stage 2. Software requirements:
  + Operating system
  + SharePoint Server 2013
  + SQL Server
  + Requirements for Project Server 2013 features
  + Support and manage 3rd party software. Discuss service level agreement with vendors
* Stage 3. Hardware requirements:
  + Medium dataset hardware recommendations
  + Set a budget and project timeframe
  + Recommend user hardware equipment to improve daily tasks of each department
  + Recommend database hardware equipment to meet the equipments of the company
  + Agree with management implementation process and agree on project signoff date
* Stage 4. Project Deliverables
* Data-centre solution - Project Server 2013 with the Microsoft Azure platform
* Remote access solution - Simplivity VMware IT Hyperconvergence
* Cloud backup and recovery solution - IBM SmartCloud Managed Backup

**February 2011 – August 2015   
Fujitsu IT Solutions New Zealand**

**Service Desk Team Lead** - Clients Supported: BP Australia & Caltex Australia

**Roles Held:**

February 2011 – January 2013: Led a team of 18 supporting 5000 End Users at Caltex.

February 2013 – Present: Led a team of 25 supporting 7500 End Users at BP.

**Responsibilities for both roles:**

* Conduct monthly and daily client reports to maintain SLAs
* Allocation of Daily Workload: 700 support issues, 300 open tickets
* Handling new client enquiries, acting as an ambassador of the business at all times
* Involved in the recruitment and hiring new staff
* Managed team daily schedule and leave roster
* Compiled yearly performance appraisals for staff
* Attend meetings with clients and management to discuss targets and achievements
* Motivating the team to achieve high standards and KPI targets
* Support software applications such as SAP, Citrix, SharePoint, Outlook, Salesforce
* Enforcing all company approved policies and procedures
* Complete weekly and monthly reports to demonstrate current status of account(s)

**Achievements:**

Project: Transitioning BP Service Desk account from Fujitsu Australia to Fujitsu New Zealand. Involved in the transition to reduce the number of staff from 32 to 25 reducing annual payroll by $350k p/year whilst improving monthly SLA from 75% to 85%.

Involvement in negotiations with the above clients to use Fujitsu’s internal ticketing system instead of a 3rd party system, cutting $15k p/year in software licensing costs.

Developed new staff training standards for better quality and performance through the use of modern teaching methods such as e-learning and team learning.

**January 2008 – January 2011**

**Slingshot New Zealand (ISP)**

Lead Technical Adviser – Team of 60

**Responsibilities**

* + Providing application and broadband network support to residential customers
  + Promote the company brand to buyers, ensuring their knowledge is current and appropriate.
  + Software and hardware maintenance services
  + Gathering informative, facts and statistics about customer trends and preferences
  + Clearly communicating solutions in a user-friendly, professional manner
  + Logging every call and every issue in a CRM System: ZenDesk
  + Reviewing customer feedback and then suggesting ways to improve processes and service levels
  + Ensure set targets are met and everything gets done on time and to budget

**KPIs**

* + 80 Calls / Issues per 8 hour shift
  + 70% 1st Call Resolutions Targets

**EDUCATION**

**2013 – 2015: Auldhouse Training Solutions**

**Information Technology Infrastructure Library (ITIL) Certificate**

ITIL advocates that IT services are aligned to the needs of the business and support its core processes. It provides guidance to organizations and individuals on how to use IT as a tool to facilitate business change, transformation and growth.

**Software as a Service (SaaS) Certificate**

Course highlighting Software as a Service process and how it can be implemented into infrastructure of a company. Achieved the certificate with competency in both sales and support.

**2009 – 2012: Auckland University of Technology**

Bachelor Degree: Computer Science - Network and Security

*Key courses*

* Programming 2 (Java)
* Software construction
* Enterprise Systems
* Microsoft Office & Exchange
* Logical Database Design (SQL)
* CCNA & CCNP
* Cisco Network Software and hardware
* Network and System Administration VPN
* Security Operations Management
* IT Project Management

**REFEREES**

Available upon request