

Contact HR Consultant for CV No: 341803

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**CAREER OBJECTIVES**

To utilize and enhance my knowledge and expertise in a more competitive and dynamic company, that will provide opportunity for career and professional growth.

**SKILLS AND ACHIEVEMENTS**

**Key Skills:** System Administration, Software and Hardware Support, Database Administration, Software Deployment and Project Management.

**Management Skills:** Strategic planning, Project Planning and Management, Feasibility Studies, Resource Management and Team Building & Motivation.

**EXPERIENCE**

**Emerald Beach FZE –Beluga Beach Restaurant June, 2015 – July, 2016**

IT In charge

Responsibilities

* Wing to Wing IT Set up from setting up servers, workstations, printers, to revenue centres with its corresponding POS machines and printers including inventory management
* Troubleshooting and maintenance of all the system installations related to IT which includes Opera, Micros POS, Micros Fidelio Financials, Fidelio Materials Control, Paytrax-Payroll System, Call Accounting System, Symantec Backup Exec, Domain Controller, File Server, Network & Firewall, EPABX, Audio & Video Systems and CCTV
* Voice and Data cabling as well as termination for 269 rooms and administration offices.
* Partner with local vendors to ensure just in time availability local technologies/hardware
* Reviews vendor proposals and determines appropriate vendor selection for local  technologies/hardware.

**Accor Middle East Hospitality Group**  **March, 2012 – June, 2015**

**Sofitel Dubai Downtown**

IT Supervisor/In charge

Responsibilities

* Responsible for managing and balancing the Hotel project in respect to IT infrastructure as per ACCOR & SOFITEL Standards with Accor IT, Owner, Contractors, Consultants and IT vendors
* Actively involved with System Integration from the project stage to pre-opening and Opening, Worked at various stages of Network design, integration and quality assurance to the deployment
* Responsible for the overall efficient and economic operation and administration of the hotel's Information Systems Department
* Sponsored and managed multiple Architectural work teams focused on standards, governance and consistency. Created new forums and discussion groups that resulted in measurable increases in consistent deliveries of documentation and standards
* Effective management and imparting IT related training on various fronts like Opera PMS, Micros operations, Spa Soft uses, wireless installation in guest Connectivity, MS Office, Training to IT team on IT related support.
* Ensure effective channels of data and voice Communications are in place maximizing the opportunities of distributing information available - through participation in team briefings, and daily operations meetings
* Win 2008 Server administration with 150 Win 7 Professional workstations as per Guidelines set by the Accor Corporate/Regional Office

**MAF-Accor Hospitality Group**

IT Solutions Officer

Responsibilities:

* Maintains and manages the Property Management System, POS System, Payroll System, Inventory System and Accounting System.
* Webmaster of the two corporate website
* PABX and Network administration.
* Responsible for supporting all hardware and software problems reported and providing of documentation.
* Reviews operating statements; researches and resolves discrepancies in technology charges.
* Understands the financial dynamics of the hotel and applies knowledge/judgment to achieve technology-related goals.
* Ensures that future technology investments are captured in both short- and long-term planning.
* Creates/conducts periodic inventories of applications and hardware.
* Ensures technology assets are secured.
* Reviews vendor proposals and determines appropriate vendor selection for local technologies/hardware.
* Responsible for managing technology/asset life cycle. Ensures that necessary equipment (PCs, servers, telecom-related etc.) is ordered and available.
* Accountable for disaster recovery and business continuity as it relates to technology.
* Foresees, identifies and resolves system(s)' performance problems.
* Attends to guests’ queries related to IT.
* 3 months task force deployment with **Accor Regional Head Office Middle** **East** to Manage the  day-to-day operations of the IT department including directing staff who support software development, administrative computing, networking, user services, telecommunications and other IT functions.
* Assist communication between Accor Support Team (BIOS) & Hotel to ensure 24X7 troubleshooting and solving the concerned issues.
* Ensures technology assets are secure and well maintained in accordance with Accor Corporate/Regional Office

**Volkswagen Goa-Caculo Automotive Pvt Ltd August, 2010 to August, 2011**

IT Executive

Responsibilities:

⏹ Server/Desktop/Laptop configuration, software/hardware installation,

Maintenance & troubleshooting of accounting software on file server &

DMS.

* Pc assembling & Trouble shooting of all Desktops & Notebooks, Installation, upgrade, and configuration of network printers.
* Add new users to the network and provide initial training on facilities and applications i.e. Volkswagen CPN portal and DMS.
* Negotiate contracts with manufacturers for all software, hardware and consulting services.
* Handling the group’s network user accounts, creating/editing/maintaining system user/group accounts, rights and permissions
* Installation/upgrade Symantec Server, Antivirus, Firewall software, Virus definition.
* Installing/upgrading of operating systems such as Windows 7, Windows XP professional & home edition, Windows 2000, 2003 professional, Windows 98,Win xp, formatting, partitioning, network connectivity & configuration. Installation of software & periodical updates of the same.

**Royal La Constructions Pvt Ltd** **October, 2009 to July, 2010**

IT Executive

Responsibilities: ⏹ Led the complete IT set up from configuration & installation to

Maintenance and troubleshooting.

* User support for Windows 2000/XP, MS Office 2000/XP, Adobe Acrobat

Professional, and other applications as well as network and Internet access

Support.

* Installing SQL server / applications client & configuring the same, creating new database, taking manual backup of the databases.
* Installation/upgrade of Exchange Server, troubleshooting Outlook mail software, Maintaining / configuring new email account, backing up data.
* Installation / Configuring of Auto Cad & troubleshooting the same.

**Ocwen Business Solutions Pvt Ltd- Goa August 2007-September 2009**

Recovery Specialist

* This indulges calling up American customers and informing them about their outstanding debts and advising them to pay in full or offering a settlements to clear off their bills i.e. Credit card/utility/default bank a/c.

**SYSTEMS**

Solid experience in managing Opera, Fidelio Front Office, Micros Fidelio Financial, Fidelio Materials Control, Fidelio Sales & Catering, Micros POS, SUN Systems and Oasys Payroll system.

Extensive experience with Microsoft Product Suites such as Windows 2000, Windows XP, Windows Vista, Windows 7 Operating Systems and MAC OSX; administration, active directory management and security for Windows Exchange Server 2003 with the corresponding e-mail client like MS Outlook; installation and administration of Windows Server 2000, Windows Exchange Server 2003, Windows Server 2007 servers and MAC Server OSX; domain controlling and group user/group policies for Windows Server.

Extensive experience in network administration and security; TCP/IP addressing; remote connectivity; Firewall; virus intrusion detection and configuration of Access Points, Routers and Switches.

**EDUCATION**

**June 2006 - June 2009** Final Year Bachelor of Computer Application Indira

Gandhi National Open University. India

**June 2003 - July 2005** Completed grade XII Jaswant Model School-

Dehradoon.India

**June 1997 - June 2003** Completed grade X Loyola High School- Goa.India

Trainings and Certifications:

* CCNA Certification Course
* Certificate of Computing (CIC)
* Mac Server Integration Basic Training 10.11
* Accor Training- Train The Trainer
* Microsoft Certified IT Professional Course
* Accor Training- Welcoming Guest with a Smile
* 2 Year course study in C++

**Major Projects/Assignments**

As an IT In charge, I handled the IT Operations in Emerald Beach FZE, Sofitel Downtown Dubai, Novotel, Ibis & Adagio Fujairah and Suite Novotel Hotel Mall of the Emirates Dubai.

Project: IT Department SOP

Overview: Authored the Standard Operating Procedures of the IT Department of Sofitel Downtown Dubai encompassing Hardware and Software standards, Network Distribution and Security, PABX, Disaster Recovery Plan, etc…

Project: IT Set-up of the new Administration Offices

Overview: Single-handedly established the IT Requirements of the Administration Offices when it transferred to a new building. It includes laying-out and termination of fibre optic cable, UTP cables and phone cables; setup of the network switch and more than 40 units of workstations and printers.

Project: IT Setup of the new Restaurants

Overview: Established the network connection and telephones lines needed for the operations of the new restaurants in Beluga Beach Restaurant. Programmed the POS for these new revenue centres according to the specifications given by the F&B department.

Project: WIFI Internet Access

Overview: Commissioned the two Hotspots in the Hotel located in the Lobby Area of Suite Novotel & Ibis as well as the in room Wireless Connection in these two Executive Buildings.

Project: ResPak Software

Overview: Installed and implemented the ResPak Software for Beluga beach Restaurant. This software enables reliable Table, Reservation and Guest Management Software solution.

Project: Corporate Website

Overview: Commissioned the development of our Restaurant & Beach Clubs website

Project: Pre-opening configuration for NOVOTEL, IBIS & AGADIO Fujairah  
OS/Platform: Windows 2008 Server. Windows 7 Professional Edition   
Overview: Lead the IT setup and configuration for Multi- property pre- opening in Fujairah comprising of 3 HP ProLiant 350 G8 servers. (OPERA, MICROS, OAYSIS/SUN, FMC) along with 100+ Win 7 Professional workstations as per Guidelines set by the Accor Corporate/Regional Office  
Back-end: MS SQL Server

**REFERENCES**

Available Upon Request