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| Vinod    [VINOD.347367@2FREEMAIL.COM](mailto:VINOD.347367@2FREEMAIL.COM) | *vinod-linkedin.jpg* |

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| Summary  itil.jpg |  | | | High-performing Senior Technology Manager with over 20 years of experience in business transformation, team building, business re-engineering, developing and over achieving on revenue and margin targets.  implementing IT Strategy, building & optimizing organizational processes, Implementing Technology Solutions, and infrastructure to maximize business results in a diverse and multicultural Global environment. | | |
| Areas of Expertise / Experience | | | | IT Strategy & Operations, ERP, HRMS/Payroll, CRM, VoIP & Unified Communication, IT Governance, Data Center Management, Virtualization, IT Policies & Procedures, Network & Infrastructure Security, Business Continuity & DR, Information Security Management, Enterprise Storage & Backup, RFID, Digital Surveillance Systems, Vendors & Contracts Management, ITIL V3, POS, Could Computing, Infrastructure & Networking, SLA & OLA Management. E Commerce, | | |
|  | | | | Professional Experience | | |
| Samra International DMCC IT Director | | | | March 2014 to Present | | |
| Samra.jpg  Samra International DMCC is the worldwide manufacturers and distributors for Versace Fine Jewelry  Specialized in diamond jewelry and white gold,  Manufacturing plants in Dubai and Bangkok |  | | | IT Director | Manage IT department operational and strategic planning, including business requirements, project planning, organizing and negotiating the allocation of resources.  **Responsibilities / Tasks**   * Provide leadership, vision, and management to the IT department. Align and Build IT infrastructure * Manage financial aspects of the IT department, including purchasing, budgeting, and budget review. * Manage and develop IT staff, including, training, evaluation, guidance, discipline. * Authorize and oversee the deployment, monitoring, maintenance, development, and support of all hardware and software based on business needs. * Direct development and execution of disaster recovery and business continuity plan. * Implement ERP Solution based on MS Dynamics Axapta.. * Ensuring Security and surveillance systems are up to date with technology trends. * Negotiate and administer supplier contracts and service agreements. * Authorize procurement of IT hardware, software, maintenance products & services. * Review performance of IT systems to determine operating costs, productivity levels, and upgrade requirements. | |
| Frosters LLC Dubai | | | | | | Jan 2005 to March 2014 |
| Frosters Logo Web.jpg |  | IT Manager | | | Head of IT Operations (IT Infrastructure, Security, Network & Service Delivery )  Responsible for the day to day IT requirements of the company such as user management, trouble shooting, help and advise. Maintaining desktop applications, local area networks, IT security and telecommunications.  **Duties / Tasks**  Strengthening the IT infrastructure through implementing new technologies.  Responsible for hardware and software installation, maintenance.  Performing routine audits of systems and software.  Manage the IT budgets and expenditure on hardware and software.  Developing & maintaining the company IT systems, software and databases.  Recommending and implementing improvements and efficiencies.  Evaluate, test, advise, train and support I.T. related projects.  Procurement of IT hardware, software and maintenance products & services. | |
| Bureau Veritas Middle east Region | | | | | | Oct 1999 to Jan 2005 |
| Bureau Veritas Logo.jpg  Created in 1828,  **Bureau** **Veritas** is a global leader in Testing, Inspection and Certification (TIC), delivering high quality services to help clients meet the growing challenges of quality, safety, environmental protection and social responsibility.  Group Key Facts & Figures:  - Revenue: €3.9 billion - 59,000 employees, - 1,330 offices and laboratories, in 140 countries |  | Regional IT Manager | | | **Responsibilities/Tasks**  Manage, control and monitor the installation, operation and maintenance of IT infrastructure, i.e. data, voice network, call centre equipments, desktops and communication systems.  IT budgeting (OPEX/CAPEX) & plan allocations to various quarters. Meeting AOP.  Ensure the continuous business operations.  Provide management support.  Responsible for the overall direction, planning and control of all aspects related to the Information Technology (IT) department and its functions - i.e. systems development if applicable, security and control, network and communications and end-user systems support.  Efficient management of technical services delivery to the organization.  General management of IT within the organization.  Staff Development.  Guarantee continuous business operations.  Guarantee the supply of professional IT expertise required by the organization  Vendor Management and vendor payouts.  Started as their IT Manager for Dubai and then promoted to the position of their Regional IT Manager, In-charge of the entire Middle East IT operations, of the company. Which includes managing the IT departments at Dubai, Bahrain, Qatar, Oman, Lebanon, Turkey, Egypt, Iran, Turkey, Kuwait, Saudi Arabia and Pakistan. | |
| Bureau Veritas Middle east | | | | | | July 1997 to Oct 1999 |
| Bureau Veritas Logo.jpg |  | IT Manager | | | Design, Develop and maintain IT Department  Strategize, plan, develop and implement the company’s IT infrastructure and budget.  Recruit manage and mentor the IT support team.  Evaluate user needs and system functionality.  Ensure that IT Department meet the needs of the end users with appropriate advice & support.  Introducing and installing new system upgrades and security backups for hardware and software systems.  Ensure the smooth running of all the systems, including anti-virus software, print services, e-mail and Applications.  Adhere the software licensing laws.  Provide secure access to network and Application for remote users.  Manage crisis situations, this may involve complex technical hardware or software problems.  Oversee troubleshooting, system backups, archiving, disaster recovery Testing and provide expert support whenever necessary.  Build and maintain vendor relationships  Manage the purchasing of all software, hardware and other IT supplies.  Ensure that company assets are well maintained.  Updating and upgrading with the latest in Technologies. | |
| **Achievements** |  |  | | | * Centralized & consolidated the whole IT services offering for all locations from Dubai HQ; led to 40% savings on OPEX. * In-housed (internally) more than 85% of the whole ICT services, projects and implementations. * Consolidated and stabilized servers improving hardware uptime from 75% to 98%. * Built, directed, trained & led the team along with ICT resources for overall success of projects and business. * Initiated, and led the knowledge management and information security framework within the organization. * Implemented & improved IT policies, standards & procedures and assured compliance by systems and users. | |
| [Thomsun Computer International](http://www.linkedin.com/search?search=&company=THOMSUN+COMPUTER+INTERNATIONAL+Dubai&sortCriteria=R&keepFacets=true&trk=prof-exp-company-name" \o "Find others who have worked at this company) | | | | | | Sept. 1994 to July 1997 |
| One of the trusted names in system integration, LAN and WAN solutions. Headed the Networking and Connectivity division which involves installation and support of L.A.N, WAN, L.A.N to Host (AS/400, System 36) Connectivity |  | [Manager Networking and Communication](http://www.linkedin.com/search?search=&title=Manager+Networking+and+Communication&sortCriteria=R&keepFacets=true&currentTitle=CP&trk=prof-exp-title) | | | Pre sales support of Connectivity products from Farabi, Eicon Cisco and Netsoft, interacting with different vendors Principals and Customers,  Post Sales Support - Trouble shooting of all networking and Connectivity Products which includes, LAN's, Gateways, Routers etc. Product Sourcing /Testing, Post sale Technical Support for Corporate Customers. | |
| Apcom Computers Pvt Ltd. | | | | | | Jan 1991 to Aug 1994 |
| Apcom_logo.gif |  | Manager Networking | | | In-charge of Networking and Connectivity Division, Providing customer support, scheduling activities of Support Engineers, In house trouble shooting, additional responsibility in terms of setting up and maintaining a full fledged service/ Warranty centre, Which involved recruiting H/W engineers and procuring the necessary equipment’s from Singapore. Evaluation and Testing of new products was also handled by this Division. | |
| Apcom Computers Pvt Ltd. | | | | | | Apr.1990 to Apr 1991 |
| Apcom_logo.gif |  | Technical Associate | | | Technical Associate: 1990 April  In charge of Company’s LAN, W.A.N Division at Madras working with a Team of 8 Technical and Marketing Executives. providing LAN to LAN and LAN to HOST connectivity solutions to various customers throughout India. | |
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| Professional Development / Continuing Education |  | | * **Nov 2002**.BS7799 Information Security Management Systems Auditor Conversion Course. * **Feb 2002** ISO 9000-2000 lead Auditor Course Bureau Veritas * **October 2005** Technology and future planning within Bureau Veritas Paris * 5250 Connectivity Solutions. Farabi Technology * ISMS Lead Auditor Conversion Course * Maintaining a Domino Server Infrastructure * Supporting SNA Server * Supporting Windows NT Server * Certificate in Surface Mount Technology * Implementing a Domino Infrastructure | | | | |
| Education |  | | ITIL V3 Foundation August 2014  Post Graduate Diploma in Systems Management From National Institute of Information Technology (NIIT). Madras, INDIA 1988 Mar. to 1990 Sept.    B.A. Sociology, Madras University, Madras, INDIA. 1986 Jun. to 89 June | | | | |
| Skills |  | | MS Office, Lotus Smart Suit, CC Mail, Adobe Photoshop, Sybase, CITRIX Metaframe XP, Cloud Computing, Virtualisation, ERP Implementation, Share Point, ISO 27000, Visace Gold. Active Directory, Retail POS, AS/400,Backupexec, LAN, WAN,DNS,  Mail: Lotus Notes, MS Exchange,  Protocols: IPX, NetBEUI, TCP/IP, SNA, OSI, X.25, SDLC. VPN, VOIP  Operating Systems: OS/400, Windows NT, WinXP, Windows Server 2008, | | | | |
| Technologies, Tools, & Skills |  | | MS Office Suite (Word, Excel, PowerPoint), DreamWeaver, PhotoShop, Visio, Google Analytics, WISE Installation System, , DNS, DHCP, TCP/IP,Servers, Routers, Switches, Active Directory, Mobile and Cloud Computing, RFID Technology, POS.  **Methodologies/Competencies:** SDLC, ITIL,  **Databases:** Sybase, Ingres, SQL, Access, dBase, Rumba,DB2 | | | | |
| Languages |  | | English, French, Hindi, Malayalam, Tamil | | | | |