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|  | **EMEERA**  [**EMEERA.352231@2freemail.com**](mailto:EMEERA.352231@2freemail.com) |  |

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| **ICT Engineer** **/ IT Support Specialist / Associate IT PM - 5+ Years** |

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| **CAREER OBJECTIVE** |
| To secure a dynamic position as an ICT support Engineer where I will be contributing business value by developing and executing a strategic, long-term vision, while leading the firm to achieve measurable business results and growth. |

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| **PERSONAL SUMMARY** |
| A reliable, capable and enthusiastic Information Technology Specialist who is able to take on the technical and coordinating duties of any leadership role. Possessing extensive experience of supporting, troubleshooting and delivering IT and to drive continuous improvements across a range of work activities. |

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| **PROFESSIONAL SYNOPSIS** | * Solutions focused, meticulous and result oriented IT customer support professional offering 5+ years of successful career in Educational, EPC and IT Services industry, distinguished by commended performance and proven results. * Exceptional expertise in organizing and administering various IT project activities. * Highly proficient in providing front-line user support and in managing user issues/ requests through IT Helpdesk ticketing systems. * Excellent understanding of ITIL framework for Service Requests, Incident Management, Problem Management, Change Management. * Adroit in installing, configuring, upgrading, troubleshooting and maintaining PC hardware, software, network printers, VoIP Phones and assorted peripherals. * Interpersonal effectiveness & cross functional skills across teams, effective coordinator with collaboration skills & a good team player for successful execution of projects. * Installing and supporting instructional technology and enterprise technology applications. * Well Versed with IT Asset Inventory management |

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| **PROFICIENCY & TRAITS** | |  |  |  | | --- | --- | --- | | * Project Management | * Technical Troubleshooting | * Listening Skills | | * IT Policy Deployment | * Information & Knowledge Profiling | * Relationship Management | | * Customer service attitude | * Multitasking & Time Management Skills | * Design & Development | | |
| **PROFESSIONAL EXPERIENCE**  **KEY DELIVERABLES**  **Noteworthy Credits**  **PROJECTS HANDLES**  **KEY SKILLS** | | **IT CONSULTANT 2016- PRESENT**  **Emirates NBD Group**  **TECHNOLOGY SPECIALIST 2013 – 2014**  **American United School of Kuwait**  **IT ENGINEER 2010 – 2013**  **NBTC**  **ASSOCIATE SOFTWARE ENGINEER 2009 – 2010**  **Accenture Services Pvt Ltd**   * Successfully organized and administered various IT project activities with support from the IT team. * Efficiently assisted teachers and students; solved various technical issues and integrated technology into classes by optimizing community help desk system, classroom teaching or one-on-one instructions. * Instrumental in introducing Interactive Flat Panel Displays, Smart Table, Lenovo All-in-one PCs, Lenovo ThinkPad Tablets, Lenovo X1 Carbon Laptops, Xerox MFPs, Cisco Wireless Phones, Leap frog items etc. in the school * Proficiently installed, configured and trouble shoot all technological resources of the school, all required Desktop Applications and other business related software for the users including the antivirus software. * Provided all the required assistance for the meeting room requests and setting up audio-visual (AV) online conferences for the Teacher trainings. * Develop policies procedures and training materials for the use of digital resources and technology for instructional purposes * Build the capacity of individual department staff members to effectively use and integrate instructional technology * Assist Educational coordinators in setting up instructional technology projects which embed technology into classroom instruction and professional learning * Refer major hardware or software problems or defective products to vendors or technicians for service. * knowledge of instructional design application and tools including the following: Adobe Creative Suite, Triumph board, Real-time Video Conferencing (i.e., MS Office), Screen Capture/Lesson Software (Camtasia) * Maintained accurate IT Asset management and inventory of all equipment, parts as well as records of equipment repair & maintenance. * Prepared IT related Purchase requisitions for ordering new equipment, supplies etc.as per school requirements and maintaining the records of same. * Received Special service award and Cash award from Founding Director of the School * Received an Endorsement letter from the School Director * Successfully completed the Accenture Greenfield Training and obtained certificate. * Initial IT Infrastructure, Desktop Infrastructure, Classroom Technology & Instructional Technology setup for Pre-opening of the New American School. * Instructional Technology setup for the School Computer Lab. * Focused on problem solving * Technical & Solution Oriented thinking * Thorough Knowledge of all aspects of Information Technology * Requirement Gathering, Planning & Analysis * Quick Learner & Team Player * Excellent Interpersonal & Organizational Skills * Ability to bond long lasting relationships…. with customers & other Business partners/stakeholders * Tactile Communication skills which helps to handle internal and external Contacts | |

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| **TECHNOLOGY & TOOLS** | * Operating Systems – Windows 7, Windows 8, Windows 10, Knowledge on MAC devices * ITSM tools – BMC Remedy, Manage Engine Service Desk Plus * Antivirus software – Symantec, Trend Micro, Kaspersky * School Management software (CMS/LMS) – Rediker portal * Software Applications – Microsoft Office 2010/2013/2016 products, MS Visio 2016, MS Project 2016, Nedap AEOS for Physical Access Control System, K9 web protection software, Adobe Acrobat, WinZip, Nixoa etc. * Software Testing tools for banking applications - HP Quality Center Software (bug tracking tool), Banking Online Support System (BOSS) * Dell and Lenovo desktops, Lenovo laptops and its peripherals/ Multifunctional network printers, Scanners and Fax machines, Audio-Video equipment/ Smart phones and tablets such as iPhone, Android, Lenovo ThinkPad tablets and docking stations/ Interactive Flat Panels and associated software |

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| **EDUCATION** | Mahatma Gandhi University, Kerala, India 2008  Bachelor of Technology in Information Technology Engineering |

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| **AFFILIATION** | IEEE Computer Society  PMI (Project Management Institute)  International Association of Engineers |

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| **TRAINING** | * Accenture Greenfield Training * IEEE Certificate of Participation for "IEEE Teacher In-Service Program Workshop" * Ethics in Computing and IT Certificate from CIPS (Canadian Information Processing Society) * Overview of SAP ERP Solution * VMware Desktop Virtualization overview |

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| **CERTIFICATION** | * Microsoft Certifications: MCP, MCITP, Microsoft Office Specialist Master, MCTS and MCSE * CAPM (Certified Associate in Project Management [PMI]) * ITIL Foundation V3 * CompTIA A+ * Petro Strategies: Guide to the Oil and Gas Industry * HSE certificates: Office Hazards, Behavioral Based Safety Awareness, Safe Work Practices * American Bankers Association Certificate: Banking Today |

**REFERENCES** Available on request