# PROFILE

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| **Results Driven** | IT professional having an extensive, diverse exposure in managing technology & management for an elite clan of enterprises, managing multiple technology platform and people by way of a dedicated team of internal resources and external vendors [Location Preference: Dubai, UAE] |
| **Dedicated** | **Seeking top level position within Service Delivery and Business Transformations with a technology-driven organisation of repute, aimed towards enhancing the business potential & productivity** |
| **Profile Summary** | * A dynamic professional with **25+ years’** of rich experience in managing information technology functions encompassing complex corporate systems as well as enterprise wise large infrastructure & networks involving multiple technologies across geographies
* A keen planner, strategist & implementer with expertise in managing global delivery frameworks for new technology implementation projects, aimed towards streamlining related activities as per quality standards.
* Extensive experience in driving business for service offerings coupled with deep understanding of critical business drivers in multiple markets and industries; track record of having established high profit accounts with excellent levels of retention and loyalty.
* Expertise in mapping requirements of global clients, different stakeholders, technology partners, service providers, vendors, business units & peer organizations
* Skilled in evolving systems / processes (procedures) for change management in IT operations entailing mapping of business processes and studying workflow to design hardware / software solutions / applications; skilled in ensuring business functionality adherence & enhancing competitive advantage.
* Proficiency in software solutions architecting and conceptualization for enterprise wide IT solutions in alignment with business/information systems.
* Adept in establishing and managing remote data centres / large scale systems and networks with comprehensive experience in maintaining storage / backup / disaster recovery centre operations over a large user base for enabling integration of new systems with other systems.
* An effective leader with distinguished abilities in managing projects and technology; experienced on direct / indirect management of resources.
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# WORK EXPERIENCE

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| **Ambassador Education Group, Dubai, UAE as ICT Manager**July 2016 – onwards | Applications: Security, Web and Network Administration* Responsible for the Complete IT infrastructure facility. Handling 3 Schools :: Ambassador Nursery & Ambassador Kindergarten, Ambassador School- Dubai, Ambassador School- Sharjah
* Heading Team of 10 Subordinates inclusive of IT Engineers, Technicians, Teachers, Staff & Trainers
* Installation, Maintenance & Modification of Storage, Web Administration. (Coordination and Monitoring of Group’s, Schools and Training Centers Websites)
* Manage IT Budgets, procedures and overall IT performance.
* Manage helpdesk for all IT related issues
* Conduct Orientation / Training to the staff and educate them pertaining to the Technology.
* Monitor system performance and network communication.
* Coordinate priorities between the IT departments of the Schools and Training centers and user departments.
* Responsible for technical guidance on IT related processes across the Organization.
* Server Installation with back up and maintenece
* Complete handling of Web sites & Social Media
* Complete handling of ERP Portal and updations and providing training to teachers and staff as and when required
* Installation and maintence of CCTV and Security systems
* Installation & Maintenance of Time & Attendance and Maintenance
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| **Lui O Lei Trading LLC** **(A division of Hassani Group of Companies), Dubai, UAE as ERP Project Manager cum IT Manager****LuiOlei-With-Trading-Gold**Apr 2012 – June 2016 | * New ERP with the development and implementation of Microsoft Dynamics AX-2012 R3 as project manager and completed the task in installation with 25 POS stores
* Handled the Server and server management with Rack space, London with VPN connections to each stores and with the developer.
* Handling New Development of Corporate website in PHP platform with CMS including content and development management (www.luiolei.com)
* Handling E- Commerce development with Magento and integrating all products with online marketing (www.dstyleguru.com)
* Carrying out the overall operations of the and controlling all the 25 Boutiques in UAE for IT & installing and maintaining POS, Printers, Time & Attendance, CCTV and surveillance systems with technical know-how and support to sales staffs with adequate training
* Ascertaining the IT needs of the company (Server and System maintenance)
* Handling E-mail marketing, SMS marketing, development of multimedia presentation, conducting discussions with the client as well as designing the pre-architect of the software
* Handling Photography for the products and maintain its database

**Summary of the Role*** Complete study Design, Development of ERP with Microsoft Dynamics AX 2012-R3 with implementation in 25 stores and in back office from Logistics, Supply chain management, Accounts etc
* Design, Development, Generate and update website & eCommerce content (products, content, and promotions)
* Work with agencies to build traffic & sales via the website (PPC / SEO agency, email marketing provider, e-commerce provider, etc)
* Plan, define and implement website changes and functional improvements according to the management
* Maintain and update the online marketing plan for the website
* Monitor key performance indicators on the website and develop plans to improve them
* Leading the team of 80+ members from Back office to Stores with technical and Physical support

**Highlights:*** Developing the Corporate website : www.luiolei.com and E-Commerce website : www.DStyleguru.com and in the phase of completion and integration with Microsoft Dynamics AX database
* Developed Total ERP with Microsoft Dynamics AX-R2 and implemented in 25 stores across UAE with VPN connections between server and the HO and the Stores
* Handling of All PR & Advertisements from creation to publishing
* Handling of All IT related Hardware and software issues including Purchase & Cost cutting and Implementation
* E-commerce Newsletters and SMS marketing and integrated with websites
* Handling Time & Attendance, CCTV installations with database and support Accounts in preparation of salary up to WPS creations
* Handled Purchases from IT, Printing, General (with negotiation skills)
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| **Abacus Quest Point (UCMAS-UAE), Dubai, UAE as Operations Manager cum IT Manager**ucmas-logoApr 2012 – Aug 2014 | * Spearheading entire gamut of operations comprising of software development, website redesigning & hosting (CMS), human resourcing, implementation, testing, etc.
* Carrying out the overall operations of the Head Office and controlling all the 25 Franchises in UAE
* Ascertaining the IT needs of the company (Server and System maintenance)
* Managing the admissions & Batch formation for Head office for UCMAS and DinoArt; managing the Students, Office – Admin., Transport and its issues
* Looking after the Development of Books, Periodicals and E-publications like HTML News Letters, Advertisements for Publications, etc.
* Handling all government related jobs from, Dubai Economic Department, KHDA, Dubai Civil Defense, Immigration, etc.
* Handling E-mail marketing, development of multimedia presentation, conducting discussions with the client as well as designing the pre-architect of the software
* Leading the team of 10 members

**Highlights:*** Meticulously contributed to the progress of websites (http://www.ucmasuae.com and http://www.dinoartuae.com ERP Projects and Office Automation
* Redesigned the complete office, institute layout, thereby executed the same successfully
* Successfully ensured zero downtime for the applications / system and contributed towards cost saving for the company for 20-25% for every purchase order.
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| **Unity InfoTech Solutions LLC, Dubai, UAE as IT Manager cum Business Development Manager**Jun 2011 – Jan 2012 | * Deftly managed market, design, development of software projects for banks, corporate sectors, customized ERP applications, software testing, etc.
* Handled IT Staffing, Human Resourcing, Software Projects Sales, Design, Development, IT Hardware, Software Testing & Implementation, etc.

**Highlights:*** Skilfully attained the progress for the ERP Projects & IT Staff contracting for the banks and corporate sectors as well as for Office Automation
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| **Indian High School, Dubai, UAE as ICT Manager (For The Information Communication Technology Department)**ihslogo_sm1Apr 2002 – Apr 2011 | * Manage all hardware and software control of school, administration and kept pace with new developmentsin ICT department of the school. Handled day to day emails of the school, antivirus and other related problems.
* Handled All Budget, Planning, and Purchase & Execution for the ICT Department with savings every year.
* Handled more than 650 systems and 12 servers and managed two schools online with support team of 10 staff.
* Developed & Implemented all Software Projects for School Automation from A to Z (Admission, Pay Roll-Staff with Time and Attendance Biometric integration & Students fee generation, Transport, Library, RFID card implementation, Accounts, and complete automation, Human Resource, etc.,)
* Installed e-learning projects in more than 600 classrooms; with total automation
* Installed 5 classrooms - e-learning in Zabeel School for girls, Dubai.
* Develop an ICT centre in Ms. Rashid pediatric centre, Dubai.
* Conducted various multimedia events for and on behalf of the school from creation and presentation.
* Design, and print of all school posters, brochures, newsletters, leaflets, etc.
* Handle system management with cost effective management in all applications; security level of server of the school, including data management, backup etc; created and submitted school records as required by the Ministry Of Education in Dubai.
* Create and present multimedia presentations for the school in management meetings and shows for parents and invited audience.
* Interact with software developers, hardware vendors for all kinds of implementation.
* Successfully handle various multimedia events, covering all facets ensuring results.
* **Sites Developed** 1) [www.indianhighschooldubai.org](http://www.indianhighschooldubai.org) 2) [www.ihscounseling.info](http://www.ihscounseling.info) 3)
* **Some of the areas handled**: newsletter, printing, posters, ministry sheets, photography / video graph for all school events, SMS broadcast, hardware, software, networking, installation, system mgt., consumables, general data entry for all departments backup, email, antivirus, graphics, multimedia, students id card, website, question papers, planning of infrastructure, isdn line service, internet leased line, telephones, etc.,.
* **Software & hardware**: All Microsoft applications, HTML, DHTML, JavaScript, asp, gif animation, flash, Dreamweaver, FrontPage, Adobe (Photoshop, illustrator, image ready, image styler) CorelDraw, etc., installation of servers, installation of desktops and troubleshooting etc complete knowledge of hardware including assembling of systems, software installations, troubleshooting and solving also.
* Handle Transport and Admin Department & Auditorium in the absence of the respective managers including Budget Planning etc.
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| **Jaydev Information Systems, Dubai, UAE as IT Manager cum Web Designer / Programmer / Graphic Designer / In-charge** Dec 2000 – Apr 2002 | * **Sites Developed** 1) [www.roycon-dubai.com](http://www.roycon-dubai.com) 2) [www.nishis.com](http://www.nishis.com) 3) [www.indianhighschooldubai.org](http://www.indianhighschooldubai.org)
* Responsible for marketing, designing, development of websites, administration (www.saleincity.com).
* Involved in graphic designs, from concept to prepress and production for the sister concern Nishi’s.
* Developed websites for clients. Interacting with clients for marketing of sites.
* **Software & Hardware** HTML, DHTML, JavaScript, asp, gif animation, flash, Dreamweaver, FrontPage, adobe (Photoshop, image ready, image styles) CorelDraw, etc. complete knowledge of hardware including assembling of systems, software installations and troubleshooting. Handled Sales and accounts of Nishi- a textile showroom
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| **Orchids Asia Mumbai, India as Manager**Jan 1997 – Dec 2000 | * Handle printing projects right from beginning to end. Getting orders from corporate clients and negotiating the prices.
* Execute design concept and getting approval from clients. Colour separations of the artwork from PC to films.
* Organize with printers’ plate making, printing, varnishing, lamination, die punching, finishing, packing and delivery to the client. See the jobs portfolio: http://www.val-international.com // http://www.conceptin.com.
* **Software & hardware**: all graphic software related to printing technology, and web technology.
* Successful in developing more than 300 static websites during this period.
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# ENTREPREUNER ASSIGNMENT

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| **Own Design Studio cum Offset Printing Press, Mumbai as Partner**Jan 1985 – Dec 1996 | * Successful in obtaining orders for desktop publishing and printing services, order execution - including DTP, processing, proof approving, quotation. Colour separations, pre-press processing, plate making, printing (offset & screen).
* Graphic designs, visiting card designs, catalogues, brochures, bulletins, annual reports etc., screen printing of visiting cards, letter heads, designing of logos etc. Handled jobs from purchase to production.
* Work on machines including handling machinery maintenance and complete knowledge of printing from single color printing to four color printing and color separations through the latest methods.
* AutoCAD designing of tools, fixtures, plastic moulds - designing, CNC programming and helping in sourcing of development of tools and moulds for customers.
* **Software & hardware, offset machines**: SWIFT - (India) 15“ x 20” ; ROMAYOR – 10” x 15” ; HAMADA (Japan)- 700CD 15” x20”, **hardware**: started with 80286- 2 systems, upgraded to 80386 and then to 80486, **software**: Aldus Page maker version 3, 4, 5, Ventura Publisher, Quark Express, Ms Word, scanning software’s, Paint Shop, Adobe Photoshop, CorelDraw.
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| **Nantha Kumar Engineering Works, Coimbatore, Tamil Nadu as Working** **Partner** Apr 1980 – Dec 1984 | * Handled all kind of machines like lathe, shaping, milling, drilling, welding and other allied products for the manufacture of job works, jigs and fixtures for various types of jobs, plastic moulds for hand injection moulds, small blow molding dies, press tools for small type of components. During this period, I set out as an entrepreneur and single-handedly managed all the above jobs and more. I am completely skilled in machines and machinery maintenance.
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# EDUCATION

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| **University of New Castle, Columbia USA**2010 | MBA (Information Systems) |
| **Institute of Technical Education, Kerala India**1980 | Diploma in Mechanical Engineering |

# COURSES/CERTIFICATIONS

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|  | * IELTS from British Council Band 6.0 in General in 2008
* Adobe Certified Expert – Photoshop & Dreamweaver in 2008
* MCSE - Microsoft Certified Systems Engineer in 2007
* CCNA - Cisco Certified Network Administrator in 2007
* MCSD - Microsoft Certified Software Developer in 2007
* Computer - Web Design & E-Commerce - Certificate Course, Mumbai, India in 1999
* Plastic Mould & Die Design - Certificate Course in 1983
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# SKILLS

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| **Technical** | Servers, Desktops, Networking, Telephone, CCTVsWebsite Design & Development, Progress Report, Software Architecture, HTML, DHTML, JavaScript, ASP & GIF Animation |
| **SoftwareIELTS** | MS Office 2013 (Word, Excel and PowerPoint) & MS AccessPageMaker, Photoshop, Image Ready,Image Styler, Page Mill & Go LiveCorelDraw, Corel Photo – Paint &Quark ExpressDreamWeaver, Flash, FireworksPaint Shop Pro and Animation ShopAnimation and Other Packages3D Studio, Max, AutoCAD6.5 in General |

# SOCIAL ENGAGEMENT

* Contributed in various CSR Activities

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|  | Organised Lot of Social Events for some of the Communities in Dubai from Events Management from start to end |

# ANNEXURE

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| **Indian High School, Dubai, UAE as ICT Manager**Apr 2002 – Apr 2011 | The Indian High School (IHS) is the first expatriate educational institution to be established in Dubai, United Arab Emirates in 1961.The school was established in 1961 by Maghanmal Panholia with a view to providing education to children of Indian expats. The school is recognized by the Ministry of Education, Dubai, and is permanently affiliated to the Central Board of Secondary Education (CBSE), Delhi. It is a member of Dubai Quality Group and has acquired ISO : 9001 : 2000 Certification. The school has also received the Sheikh Hamdan bin Rashid Al Maktoum Award for Distinguished School and School Administration twice (2002 & 2005).Today, the school has grown from its initial enrollment of 8 students to over 12,000 students. The centerpiece of the School complex is the Sheikh Rashid Auditorium, which can accommodate about 1800 guests and has been the venue of many significant events and it is also used for other programs. Also, just recently, they have renovated the Sheikh Rashid Auditorium with many new features like the seats, lighting and also have removed the extra projectors.The school is closely involved with the activities of the entire academic community in Dubai, and has special programmes aimed at creating awareness of the environment and enhancing ethical values.* Single-handedly managed overall:
* Hardware and software control of school, administration and kept pace with new developments in ICT department of the school
* Day to day e-mails of the school, antivirus and other related problems
* Budget, planning, and purchase & execution for the ICT Department with savings every year
* Multimedia events, covering all facets ensuring results
* Spearheaded over 650 systems and 12 servers and managed two schools online with a support team of 10 members. Now handled by 30 member team.
* Looked after the installation and establishment of:
* E-learning projects in more than 600 classrooms with total automation
* 5 classrooms - E-learning in Zabeel School for girls, Dubai
* Worked in coordination with Software Developers, Hardware Vendors for all kinds of implementation
* Deftly developed and implemented:
* Software projects for School Automation from A to Z (Admission, Pay Roll-Staff with Time and Attendance Biometric integration & Students Fee Generation, Transport, Library, RFID Card Implementation, Accounts and Complete Automation, Human Resource, etc.)
* ICT centre in Ms. Rashid Pediatric Centre, Dubai
* Managed Transport and Admin Department & Auditorium in the absence of the respective Managers including Budget Planning, etc.
* Ensure system management with cost effectiveness in all applications at the security level of the server of the school, including data management, back-up, etc.
* Maintained and submitted school records as required by the Ministry of Education in Dubai
* Actively created multimedia presentations for the school in management meetings and shows for the parents and invited the audiences

**Highlights:*** Essayed a stellar role as one of the Leaders of the Team that won the School, The UAE IT Challenge Award for the project www.ihscounselling.info and was sent to school to participate in Stockholm IT Challenge
* Actively worked in coordination with:
* Other agencies and third parties for any cultural entertainments and programmes
* Core team to achieve Hamdan Award for Distinguished School and School Administration in 2002, 2005 and 2009 and rendered IT support for the preparation of files; achieved ISO certification for the school
* Successfully developed the following sites:
* www.indianhighschooldubai.org
* www.ihscounseling.info
* www.careersexposition.info
* Holds the credit of design, development and implementation of:
* Multimedia presentations for the school in every event
* Online ERP solutions for Students, parents, Staff for Academic, which includes: online progress report, Online attendance system, Assignments upload & download, Question paper Archives, Student, Staff management, etc.
* Online Library ERP system with a periodicals issuance and return system with RFID card Integration, ERP for Transport, ERP for Registration, Accounts, Inventory, etc.
* RFID cards for Students & Staff for Automation in Library, Bus & Attendance, etc.

Note : These are some of the Glimpses of the Area served, but has handled : Transport, Library, Register Department, Cash Department, Admin Department, Auditorium with Sound and Light Engineering, E-learning etc.,  |

# OTHER KEY SKILLS

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| ERP Systems (Microsoft Dynamics AX) | Financial Control & Management | Project Management etc |
| Web Site Redesigning & Hosting (CMS) | Purchase & Execution | General Administration |
| Ecommerce Design & Implementation | Printing Management | Cost & User Management |
| Email (Newsletter) Marketing | SMS & Email Broadcasting | Automatization skills |