

Vibin

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|  | **PROFILE** |
| Company | : **Emirates Airlines** |
| Current Position | : **IT Senior Operations Engineer | Team Lead** |



UAE Work Experience : 11 years



* Year 2011: Assumed full responsibility of overall IT operations at Air Traffic control facility (NCC) operating in Emirates Airlines Head Quarters. During my deployment in this highly stressed work environment meeting stringent deadlines, I have ensured to maintain a smooth flow of operations and confident professional approach with all team members.
* Year 2011: Major server upgrades done alone on backend servers that supports the passenger service application for Dubai Airports. The task was approved by DVSP-Emirates IT and implemented carefully by providing resiliency on both primary & secondary Server.
* Year 2012: Volunteered with the incident manager to handle systems upgrade and ADSL routers replacements for approximately 70 users at Corporate Communications department. Implementation was carried out with complete ownership and delegating to other team members wherever required.
* Year 2013: NJAM awarded by Line Manager for finding out the root cause of an application interface bug that occurred during post implementation upgrade on Self Kiosk machines used by Emirates group & Dnata employees for accessing HR applications. The product development team and Vice President for HR department have appreciated me personally for working together with them and provided them the fix.
* Year 2014: Excellent dedication showcased by being onsite for 17 hours continuous duty at Dubai Terminal 2 Airport when a major network failure occurred at the airport. I was the primary representative from group IT present onsite to monitor the development and providing feedback to management, business and passengers when deemed necessary.
* Year 2016: Volunteered to be present after office hours at Emirates Crisis Centre – Group Security which was activated same time when the accident occurred for EK 521 Airline during landing time at Dubai Airport. I was present full time in Crisis center until next morning assisting all the management and security officials helping them with the systems and conducting presentations.
* Good track record of supporting the Airline IT infrastructure 24\*7, analyze reported incidents and provide solutions to the users enabling them to resume their work with minimum disruption as per agreed SLOs.
* Two years continuous onsite deployment in Dnata Cargo facility located at Dubai Airport Freezone. Responsibilities include overseeing IT Technicians, Plan and coordinate IT directives, and ensure that the services comply with Emirates Group IT policies.
* Provided onsite IT Support for DXB Terminal 2 Airport check-in counters, Boarding Gates, Dnata Cargo and Emirates Airlines Engineering facilities.



* Managed deployment and support of internal infrastructure system ensuring that periodic tasks are completed by each team member. Assigning schedules, coordinating with staff and allocate resources to ensure efficiency and productivity are maximized.
* Maintained the integrity of the configuration items related to the onsite end users devices in the configurations management database as per Emirates Group IT policy for all tasked areas. Wherever there is recurring incidents, the trends are articulated for root cause analysis and escalated to problem management teams with L2 details.



**ACADEMIC QUALIFICATION**



* Master’s in Business Administration : Preston University Ajman
* Bachelors in Computer Science : Troy University Sharjah : Honor’s list



**PREVIOUS WORK EXPERIENCES**



**October 2008 – January 2011: ALPHA DATA**



**IT Operations Engineer**



* Wide experience of customer support for all the company clients.
* Worked as team player and a focal point in the company IT operations.
* Projects coordination and implementation as a whole.
* Good experience with IT equipments and part replacement procedures.
* Primary designated engineer for MNCs in Dubai.
* Maintained good track record of calls attended & closing on time.



**October 2006 – October 2008: Dubai Holding Group IT**

**Senior IT Support Engineer**



* Providing IT support for approximately 120 users for Dubai Technology & Media City Free Zone Authority TECOM
* Coordinating with the Dubai Holding CIO office for all IT related issues and services that includes access to shared network folders, creation of user account, e-mail account and providing user access to applications like ORACLE E-Business Suite and HRMS.
* Installation and maintenance of access control and time management systems.
* Configuring ODBC connectivity to Dubai Holding SQL servers.
* Enabling voice and data ports in the network by coordinating with DU Telecoms
* Managing & controlling the audio-visual systems & equipment’s for executive meetings.
* Arranging timely support for faulty laptops, desktop PCs, multifunction devices, printers, fax machines and other hardware devices by coordinating with Suppliers.
* Configuring MS-Outlook, Microsoft Entrouge (E-mail client software for Apple Machines) solving outlook related issues
* Providing IT support for staff on duty travel through remote desktop and telephone.
* Installation of third party softwares, vendor coordination and escalating to L3 if required.
* Maintain IT consumables stock and ordering through procurement department.





**January 2006 – August 2006: Memory Computers, Dubai**

**Technical Support Specialist (College Internship)**



* Monitoring mail server and enabling new mail accounts, using Exchange Server’03, Microsoft Outlook.
* Setting up client-end data points using RJ-45 module, crimping & punching cat 5 utp cables, as well as testing for connectivity.
* Installing network printers and plotters.
* Implementing security by installing antivirus programs: McAfee & Symantec antivirus corporate edition
* Planning and designing Active Directory Environment.
* Configuring ISDN/DSL routers, Switches, Firewalls, IP addressing and subnetting.
* Implementation of Windows 2003 domain architecture.
* Enabling quota management for the users.
* Group policy implementation for domain and auditing.
* Enabling quota management for the users
* Implemented backup and restore strategy.
* Technical support for Microsoft office products



**KEY SKILLS AND COMPETENCIES**



* Prioritize important tasks and ensuring they get done first and get done properly.
* Improving product quality, customer communication and staff cooperation.
* Able to work in a busy, fast moving and target driven operation environment,
* Willing to challenge current methods of work and to then identify, recommend and implement practical improvements



**TECHNICAL CERTIFICATIONS**



* Microsoft Certified System Engineer
* Microsoft Certified System Administrator
* Microsoft Certified Professional
* Comptia A+ Certified Engineer
* HP Certified Technician
* Dell Certified Engineer
* Alcatel-Lucent OmniPCX Enterprise Certified
* CCNA Certified



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|  |  | **PERSONAL SNIPPETS** |
|  Date of Birth | : | October 4, 1982 |
|  Gender | : | Male |
|  Visa | : | Employment |
|  Nationality | : | Indian |
|  Driving License | : | Yes |
|  Languages known | : | English, Malayalam, Hindi |
|  Marital status | : | Married |

