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*Professional Objective*

**I**NFORMATION**T**ECHNOLOGY**P**ROFESSIONAL

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| **Parakram Gaur**  Areas of Strength  ►CRM and ERP Implementation and Configuration.  ►Siebel - Sales & Marketing, SAP R/3 Sales & Distribution.  ► Client Technical Support & Training.  ►Rapid Application Development.  ►Business Process Study & Mapping.  ► Identifying opportunities and associated risks.  ► Generating executive reports.  ► Ensuring on-time delivery.  Academic Achievements  Bachelor of Engineering (Computer Science)-1998.  Training / Courses Attended  Siebel Configurator.  Siebel Analytics Trainer.  Siebel Sales & Marketing Module Trainer.  SAP Sales & Distribution Module Configurator.  Technical Skills  **CRM: SIEBEL 6.x**.  Applications: Siebel Sales, Siebel Marketing, Siebel Analytics, Siebel.  ERP- SAP-R/3 Sales and Distribution, SAP GUI.  Operating System: IBM AS 400 (Dealer Business System), Windows 2000, Windows XP, Vista, 7.  Server Administration: Administration of Microsoft Windows Server 2000, 2003, 2008 &Administration of DC, Active Directory, DHCP, File, Antivirus, Print Servers.  Networking & Security:  Understanding of various network protocols, networking principals and technologies – Switching, routing & Structured Cabling skills (Fibre, Copper, CAT5e, CAT6) with Segregation or Combined for VOIP implementation.  Administration & Day to Day maintenance of Firewalls (Cyberoam).  Backup, Restore & Recovery: Plan& Schedule weekly / monthly data backups.  Disaster Recovery Planning with Redundancy & Minimum downtime.  Personal Details  Nationality: Indian. | Executive Profile  **Information Technology Management professional** with a background that spans over a decade in the information technology industry in**IT Infrastructure** management, **CRM** supported by **SIEBEL** software **(Sales & Marketing)**&**ERP- SAP R/3 Sales & Distribution Moduleimplementation**. Expertise in determining customer needs and effectively translating those needs into solutions. Committed to staying current on innovation in technology and computer science.Proven abilities in organizing management workflow and utilizing a proactive approach to problem solving. Work closely and effectively with all levels of management to satisfy project/productivity requirements. Communicative, focused and solutions-oriented, consistently exceeding both client and management goals. Provided training to clients and internal staff in application of new technologies. Tailored application and training to fit clients' needs, resources, and culture. **Comprehensive technical background** and current IT knowledge. Career history includes many examples of creative solutions using available tools and technologies. **Understand and view projects** within larger context of client or management goals.  *Professional Work History*  DODSAL Engg. & Const. Pte. Ltd. Sept-2007 till Date  ITCoordinator (Abu Dhabi) Projects.Dubai, UAE  **Responsible for overall Planning,Management and Implementation ofRobust and Stable IT infrastructure required for Business Requirements (this includesProviding Redundancy, Business Continuity, Future Expansion and Disaster Recovery)for Clients** that include **TAKREER**(Project – IRPP), **GASCO**(Projects – NGL, ALP, HMT, HSGP), **LINDE**(Project - Linde N2), **TRANSCO**(Project – FWTS 2),**ETIHAD RAIL, AL HOSN GAS** (Project SGD Phase 2&3), **MASDAR** (Project – CCS).   * Manage all the technology related requirements, including technical feasibility study, and selection of hardware and software. * Developing, managing and monitoring the performance of multi-skilled work force and organizing need based training programs for performing maintenance operations. * IT Budget – Assist CFO to prepare IT budget comprises infrastructure, hardware and software including all department specific requirements. * Actively involved in IT procurement related activities like gathering IT requirements for site development for (DODSAL + Client), raising MR’s, getting competitive quotation from different vendors and finalization of the same including SLA’s / AMC’s. * Responsible for all project initiation meetings with clients for overall connectivity of the project. * Address the infrastructure requirements for growing business needs. * Develop an understanding of company’s strategic business objectives to ensure that projects are structured to deliver maximum return on investment in the shortest amount of time possible. * Responsible for delivering monthly reports on tasks performed achievements and issues outstanding for IT infrastructure to CIO. * Actively involved in Planning, Design, and Architecture of new data center for 8 nos. virtual Servers. * Managing MPLS Link setup with Head Office and other site offices for all the above projects. * Managing IT equipment allocation and asset management as per project requirements. * Managing team of IT professionals at various project site offices for day to day Software (AMC + Customization as per Client legacy systems) and Hardware related issues.   Job Responsibilities   * In charge of IT infrastructure setup for the above projects for DODSAL and Client offices. * Design and setting up of new offices as per Client and DODSAL requirements on timely basis. * Responsible for all project initiation meetings with Client for overall connectivity of the project. * Managing all the technology related requirements, including technical feasibility study and selection of hardware and software as per Client and DODSAL specifications. * Active participation in IT procurement related activities like gathering IT requirements for site development, raising MR's (material purchase request) and gathering competitive quotations from various vendors. * Resolving all day to day IT related issues of DODSAL and Client personnel for smooth running of the above offices during the duration of the project. * IT equipment allocation and asset management. * Actively involved in Designing & Engineering, Coordinating and Managing the Implementation of complete ICT infrastructure at different levels, consisting of network (LAN & WAN) architectures, Client and Server architectures, Enterprise level server rollouts. * Supervision & maintenance of Servers. * Cisco & HP switches, configure VLANs and various security protocols. * Managing all Backup & Restore activities on daily and weekly basis. * Coordination with Etisalat for IT services at project offices and camps. Finalizing OFC layouts for remote offices connectivity in coordination with various project/construction activities. * Design and setup Wi-Fi system at various offices and camp accommodations for above projects. * Setup of Cable TV system with 45 satellite channel head end for above projects. * Design and setup of CCTV system at Office and Camp’s key locations * Assist HR to finalize and setup time and monitoring biometric systems at all the above project home and site offices. * Setup PMS – UniFlow (Canon) and SafeQ (Xerox) with features like follow-me, mobile printing etc. at all the above project home and site offices.   Mohamed Abdul Rahman Al Bahar Jun-2003 to Aug-2007  Siebel Support Engineer Sharjah, UAE  **Responsible for providing day-to-day system support, planning, developing and implementing Best Business Practices in CRM for the company** and provide leadership to other staff to maximize Return on Investment.   * Conducted and managed all aspects of **CRM – SIEBEL Business Process study**. Interacted with functional personnel from initial stage to successful implementation of **CRM - SIEBEL** Software and went live on time. * **Assisted in development & implementation of complete CRM framework for the company.** * Provide guidance, assistance to company in the development and implementation of CRM policies, systems & procedures. * **Assisted in realigning CRM Business Processes with the over-all company’s strategy.** * Review feasibility, impact and benefits of various designs and provide recommendations for the best CRM Designs.   Key Achievements   * **Played major role in the development, deployment and monitoring CRM - Siebel APPLICATION** including the Business Rules & Conventions based on 22 Best Practices and 16 Common Operation Level Processes and Al- Bahar Business Scenario. * Integrated systems, ensuring data/ processes are readily available, efficient and appear seamless to end-users. * **DBS Gatekeeper**. Assisted in **training needs of the employees,** developed and implemented focused training to enhance productivity for 101+ end users from all Departments, Divisions and Branches from Equipment Sales, Power System Sales, Power System Rental, CAT Rental Store, Product Support Sales, Product Support Marketing. * Successfully completed the DBSi deployment in time within a period of 7 months and went live. Commended for excellent performance by the **Management** and **CATERPILLAR** on **DBSiDeployment** in **CRM – SIEBEL** and achieved the status of the fastest deployment and maximum number of users going live in the EAME territory**.**   E- Business Solution Jul-2001 – May-2003  Bombay, India  Key Achievements  Project - TATA-AIG  Project Team Member   * **Responsible for ensuring on-time configuration of sales and marketing Module of SIEBEL 6.X for automating the sales & marketing processes and activities** for the client. * Managed the successful configuration of Siebel Objects using Siebel tools, Business logic (Business, components & Business Objects) for TATA-AIG (India’s leading Insurance Company). * Prepared Workflow and Policies using Workflow Manager. * Played major key role in the Data Transportation: Import & Export using EIM for Data Mapping from Legacy Databases. * Consulted with client’s senior management to define various criteria’s and rules to assign specific tasks according to the organizational structure using Assignment Manager. * Interfaced with client’s to ensure systems needs are satisfied, and to anticipate future systems requirements. * Performed Report Generation using Actuate eSuite reporting 4.0 based on Clients requirements. * **Developed and delivered several technical training programs** for users to enhance product knowledge, improving customer service.   Project - Grauer & Weil (India) Ltd.  Project Team Member   * **Managed the business process mapping and successful implementation** of **SAP Sales and Distribution Module (SAP R/3 4.6 B & CIN Version 3.0A)** in the Environment – SAP R/3 4.6B, SAP GUI, Windows 2000/98 in the Grauer & Weil (India) Ltd. (An ISO-9002 Certified chemical manufacturing company). * Demonstrated sound information technology expertise in the customization of master, pricing, credit management, SD to FI Integration, Repeat Processing,   Sales, Delivery & Billing Docs, SIS.   * Maintained constant communication with the Project team members identified issues/ problems and resolved them quickly. Reported to the Project Manager.   Suyog Geographic Information Systems (P) Ltd. Aug-1998 – Jun-2001  Sr. Marketing Executive Pune, India  Developed new business and sold ‘deeper’ into existing account base through diligent efforts in prospecting for, qualifying, and winning major corporate accounts. Identified decision makers, performed need analysis, prepared proposals, made presentations, and closed business. Built and nurtured executive-level relationships.  Key Achievements   * **Grew Annual Sales Revenue** by promoting the sales of **Geographic Information Application to Government Institutions** strategizing business development efforts to outperform corporate targets every year of tenure. Travelled extensively to capture strategic business wins with major client. * Controlled business relationships with key decision makers to assure client retention, enforce compliance with contract terms and payment schedules, as per credit control policies of the company. * Proved the ability to architect and solidify win-win outcomes under difficult circumstances of cutthroat competition. * Maintained hands-on responsibility for cold calling to initiate and develop new business and grow accounts. |