### William


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# OBJECTIVE

I am now looking to build on my extensive range of technical and leadership skills within a suitably challenging role. I am keen to achieve further professional development.

Abilities

Having been in the technical arena for 15 + years, I feel that I have a maturity and the background and knowledge to be an asset to any firm looking for a person that can provide technical support, account management and project management. Have an excellent written and verbal communication skills and extremely productive in a high volume, high stress environment.

# Professional Profile

**Emirates Airlines IT (*IT Senior Support Engineer)***

### COMMERCIAAL OPERATIONS (EmQuest GDS Support)

12/2010 – Present

Responsibilities:

* Implement and maintain various systems and components in the network, which are purchased by the company to augment the business needs of the user effectively.
* Carry out network infrastructure and solutions and other requested service as per the procedures provided by tech teams including EK group LAN, WAN and VPN Lines.
* Configuring Juniper firewall to establish the connectivity from client side to the central firewall for Dnata Agencies.
* Ensure that the deployed architecture for infrastructure, servers, PCs and peripherals meets the service level requirements in terms of expected availability, capacity, continuity, security, performance and reliability.
* To analyze reported incident and provide solutions to the users enabling them to resume their work with minimum disruption as per agreed SLO.
* To identify recurring problem areas, articulating trends for root cause analysis and providing information to problem management. Ensure that assigned problems are defined and analyzed in line with the Problem Management Process. Ensure testing of each application has been done before rolling out to the End Users.
* Led different teams in the successful completion of 3 major projects for Emirates’ clients within the projected time frame, such as Sabre (Reservation System) migration from Galileo to Sabre, Windows 7 and Win 10 migration across Dubai & Northern Emirates.
* Managed and supported events like Dubai Air show, National Careers Fest, Arabian Travel Market and Rugby 7s on behalf of Emirates Group IT. Responsibility includes Setting up of local networks and router configuration and system support for the duration of the event.
* Lead a team of engineers and technicians delivering support & service delivery and support to travel outlets across DXB & Northern Emirates.
* Coordinate with internal and external customers as necessary to complete the task
* Create an environment oriented to trust, open communication, creative thinking, and cohesive team effort.
* Project management of EmQuest PC build change after the Sabre GDS migration from Galileo.
* Having knowledge on VMware & Hyper V installation and configuration.

### Emirates Airlines IT

**Al Maha Desert Resort (**Resident IT Engineer) 02/2005– 12/2010

## Responsibilities

* Provided desktop support for the in house guests and administrative offices
* Responsible for setting up an audiovisual equipment, projectors and conference microphone system.
* Managing and supporting POS machines at the restaurants, SPA and reception areas.
* Responsible for coordinating with ISP to setup, configure and maintain PABX at the resort.
* Responsible for configuring and maintaining ISDN lines and modems.
* Provided support to ensure that the reservation system at front and back office are up and running 24/7.
* Maintained daily backup of the systems used at the resort and secure the tapes.
* Managed and administered Active Directory, and Exchange Server at the resort premises.
* Infrastructure work including Laying Fibre Optic cable from the main hub room to DDCR (Dubai Dessert Conservation Reserve Centre) was carried out for the new office.
* Responsible for configuring all the desktops, coordinating with Etisalat for the migration of MPLS, Telephone and fax lines during the hand over process to Starwood Hotels.
* Helped Starwood technical team to configure front office application and call managing application.

**Al Bustan Rotana Hotel** (***Electronic Technician)***


### Dubai

12/1998 – 01/2005

# Responsibilities:

* Managing audiovisual systems for all the meetings and functions taking place at the hotel grand ballroom.
* Maintaining in house PABX system and TV channel system.
* Servicing and programming of electronic door locks and safes of guest rooms.
* Setting up of multiple TVs and PA systems for Iftar functions at the pool area.
* Attending and resolving any issues reported by in house guests.
* Responsible for coordinating with ISP to setup, configure and maintain PABX at the resort.
* Responsible for configuring and maintaining ISDN lines and modems

**Gulf Hotel (*Electronic Technician)***


### Bahrain

11/1997 – 02/1998

# Responsibilities:

* Managing audiovisual systems for all the meetings and functions taking place at the hotel grand ballroom.
* Servicing and programming of electronic door locks and safes of guest rooms.
* Attending and resolving any issues reported by in house guests.
* Responsible for coordinating with ISP to setup, configure and maintain PABX at the resort.
* Responsible for configuring and maintaining ISDN lines and modems

**Events Handled :-**

    

### Air Show - IT Support Engineer for Emirates IT Group.

* + **Arabian Travel Market (ATM) - IT Support Engineer for Emirates IT Group.**
	+ **Government Summit - IT Support Engineer for Emirates IT Group.**
	+ **National Careers - IT Support Engineer for Emirates IT Group.**
	+ **Rugby 7’s - IT Support Engineer for Emirates IT Group.**

**EDUCATION**

ITI Diploma in Electrician – 1992 Goa, India

### AWARDS EARNED

* Presented with Najm Merit award as a recognition of my commitment, efforts and hard work done to replace legacy desktops for dnata travel outlets and their implants
* Granted a Certificate of appreciation for the employee of the month for the year 2006 by Al Maha Resort management.
* Awarded a Performer of the Month for the year 2006 by Al Maha Resort management.

### CERTIFICATION

Cisco Certified Network Associate (CCNA) - [