**Shanavas**

**Shanavas.367839@2freemail.com**

**Qualified IT Management professional with accredited industry certifications offering more than 20 years of multinational company experience (Emirates Airline/Saudi Aramco) in various capacities managing people, process and products (technologies) through complex projects, where outcomes are achieved via cross team collaboration.**

**Professional Profile**

* A successful Project Manager with expertise in managing project through entire life cycles, Initiating, planning, executing, controlling and closing projects delivering business value and delighting stakeholders.
* Plan, execute, and finalize projects within triple constraints of delivering on time, within budget and scope objectives, including acquiring resources and coordinating efforts of team members in order to deliver projects according to plan.
* Manage matrixed resources and related relationships within each functional area.
* Plan and deliver CAPEX/OPEX budget
* An effective communicator, Mentor and Goal oriented Person with exceptional relationship management skills with the ability to relate to people at any level of business and management and significant experience working with steering committees and other project managers.
* Conducting Weekly meetings, Tracking the Project scope and implementation schedule as per Project Plan, reporting to stakeholders in periodic status meetings about the Project Status.
* Effectively managed change management Process involving leadership and change advisory board.
* Comprehensive understanding of concepts pertaining to LAN, WAN, Network Security, Servers, Blade Servers, Storage Area Networks, Network operating systems, networking devices administration and Maintenance in multi-platform environments.
* Managed Data Centre move, Setup/Migration & Capacity Planning Involving Cabling, UPS, Cooling Solution, different kind of servers like Brick, Blade and Virtual
* Oversaw requirements-gathering, writing the RFP, Evaluating Multiple vendor solutions and short listing the most suitable solution.
* Acquired certifications like Emirates Management Certificate, ITIL, CCNA, MCP and Sun Solaris Administration
* Awarded Certificate of Achievement multiple times by Emirates Airlines for Significant Contributions on different Projects.

**Career Progression**

**Nov’2011- Till Today Emirates Airline as IT Manager.**

**Responsibility Includes;**

Plan, direct and control the Information Technology deployment needs of the company (Emirates Airlines) spread across the globe, in a process oriented and structured manner. This includes

* Server build and deployment of all types of server devices such as brick, blade, PC-based and VM servers across Data Centers and offices around the world
* Manage Active Directory Administration team. Infrastructure covering over 2000 servers, 80 branch offices connected over WAN link, about 500 business applications, 25000 client devices and 55000 user accounts.
* Plan and deliver CAPEX/OPEX budget
* Liaising with Auditors and IT security team and implementing security policies and controls based on industry best practices in order to secure the environment.
* Provide efficient and cost effective solutions to the business to enable it to function effectively thereby improving productivity and efficiency.
* Responsible for ensuring that it meets the SLA’s/SLO’s, providing technical expertise, guidance/support to team members and also responsible for their annual performance reviews.
* Member of the change review board to ensure that changes to the system follow the change management process.
* Liaise with different internal teams and various vendors such as Microsoft, VMware and HP for design and support requirements
* Offer outstanding talents in utilizing combination of infrastructure operations management, project management, service management, governance & compliance coupled with excellent

Talent management and Interpersonal skills

* Possess strong understanding of affiliation between Technology and Business, thus enabling organization to achieve the vision of IT being strategic partner to Business.
* Upgrade hardware, OS, HDD, memory CPU/Core and storage capacity.
* Enclosure deployment, lay required cables and configure the switches
* Configuration of User, Profiles, Groups, Application and Printer migration if and when required.
* Decommissioning and recovery of server hardware and related CI’s which includes the enclosures/switches based on ITSR and/or approved RFC.
* Server move between enclosures
* Update CMDB on initial CI Registration in pre-Production status or when the CI is upgraded (OS version or hardware configuration) and when it is recovered as Decommissioned and/or Pre-Production and Staging status change. Assist Technology and data center facilities team to monitor blade server and enclosure capacity including VMWare ESX data store capacity.
* Capacity Planning (Server threshold monitoring and order)
* Set clear and consistent performance objectives; drive Quality, define Key performance Indicators to enable a high performance culture. Conduct Train-The-Trainer sessions, whenever applicable, to ensure team develops requisite level of domain, technical know- how and develop competencies in order to add value.
* Provide consistent, timely and relevant feedback to functional heads incorporating major business related infrastructure maintenance into a Service Improvement programs (SIP), as necessary, to enhance business process efficiency.

**Apr’2002-Oct’2011 Emirates Airlines as Senior Support Engineer**

**Responsibility Includes;**

Administration of the Wintel servers in UAE and Outstations- File and Print, Exchange, Web servers, E-workflow servers and Citrix servers.

* Very good experience in interacting with customers while implementing Mercator Service Request
* Raising Change Management Request as and when needed.
* Arranging planned outages for the servers
* Raising requests for hardware purchase
* Providing internal training to the team on web servers
* Pro-active monitoring – backup & free space monitoring of servers
* Monitoring the server status
* Promoting application upgrades to all servers

**March’ 1997-July 2000 Saudi Aramco Petroleum Refinery, Jeddah, Saudi Arabia as Consultant from Jeraisy**

* Worked in the Saudi Aramco Refinery Network Project in Contract with Jeraisy Computer and Comm. Services in the Network Operations Group.
* This involved implementation of Token Ring topology, Windows 2000 Advanced Server, Windows NT 4.x Server, MS Exchange Server, Microsoft Proxy Server, IIS 4.0, IBM Mainframes, range of Windows NT Workstations ,Windows 95 clients, Outlook 2000 and MS Exchange clients.
* Was involved in the migration of servers /workstation clients from Novell environment to Microsoft environment (Windows 2000 servers /Win95 clients).

**Aug’ 1995-Jan 2002 Jeraisy Computer Services, Saudi Arabia as Network Engineer**

**Responsibility Includes;**

This is one of the leading IT companies in the Middle East and Saudi Arabia.

* Was assigned to implement LAN/WAN in King Abdul Aziz University, Jeddah
* Worked with many customers for the installation and administration of Network - Routers, Servers and Work stations
* Other network implementations were carried out in Ministry of Water, IDB, Ministry of Hajj, Saudi Telecom Company etc.

 **Awards**

* Certificate from Chairman for the exceptional commitment for Concourse A Project
* Najm award for the contribution of Security Investigation
* Certificate of Appreciation for the successful competition of Paradise Project
* Najm award in recognition of the great performance and commitment displayed in

Meeting the Medical Service Department expectation

* Certificate from Emirates Group Management for the contribution of next generation

SkyChain cargo application

* Certificate from Chairman and Chief executive of Emirates Group for the participation of

Airbus A380 demonstration flight

**Education**

* B.E. (Electronics & Communications)

**Trainings Attended**

Attended various training programs such as:

* Project Management Fundamentals conducted by Emirates Airlines.
* Leadership in Project Team Environment Conducted by Emirates Airlines.
* ITIL V3 Foundations Conducted by Emirates Aviation College
* Cloud Computing Foundation.
* Administration of WebLogic Server by Bea
* Implementing Managing Microsoft Exchange Server.
* ARCserve Backup for Windows by Computer Associates.
* Implementing and Supporting Microsoft Internet Information Services

**Personal Details**

Driving License: Saudi / Indian / UAE Driving License