Shiju

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Summary

Overall 8 years of experience in the IT industry wherein I have worked on various platform with different roles. Currently working as an IT Manager for hospitality industry in Dubai (UAE)

with good knowledge of applications used in hotels which are mentioned herewith and looking forward to gain more knowledge and at the same time enhance it for company growth.

 Professional Experience

**IT Manager,** Sept 2015 - Current

**Dubai Marine Beach Resort & Spa (5 star) – Dubai (UAE)**

* In charge for the entire Bin Hadher group (5 star hotel, Bikers café chain, club and restaurants) located in Dubai, Fujairah, and Abu Dhabi.

 Managing a team of 5 members under IT department.

* Managing 15 Servers (Windows server 2008 & 2012), 150 desktop computers including Apple Mac, 35 Micros 9700 & 7 Micros 3700 Workstation, 16 hand held Mobile micros and Ready NAS 3220.

* Providing support for applications such as Opera, Micros, Sun Systems, FMC, Infostar, vicas, Tiger TMS, Onity Door lock, BCT operator console, Spa concept, Loyalty program application interfaced with micros.

 Provide support and maintenance for the controller based internet solution (Microtek) for the guest villa and outlets using the technology of Bullet, Nano station, Access points connected wirelessly to each other.

* Managing the domain hosted on a dedicated server to maintain 18 websites including the CRM, HRMS, Complaint portal designed & created internally by web developer using PHP, CSS, JavaScript, and MySQL.

 Configure & troubleshoot exchange, POP3 email using office 365.

* Analyze information, identify current and potential problems and propose solutions.

* Ensuring that computer and network operations are monitored at the property, backup/recovery functions are performed as scheduled and administration functions for hardware, operating and application systems are completed on consistent basis.

 Maintaining inventories and manage IT hardware/software.

 Monitoring process and evaluate information according to SOP requirements.

 Enforcing policies and standards protecting company hardware, software and other resources at the property & implementing Contingency plan for disaster recovery.

* Performing an assessment of needs, ensuring compliance with brand specific standards, budget and capital requirements.

 Determining priorities, schedule, plan and necessary resources to ensure completion of any property projects on schedule and according to specification.

 Configuring & Maintaining LAN, WAN, Switches, Routers, Access points, firewall.

**IT Manager,** March 2010 - Aug 2015

**Golden Tulip Hotel (Louvre Hotel group) – Sharjah (UAE)**

* Maintaining 6 Servers (Windows server 2003, 2008), 90 desktop computers, 3 Touche Workstation.
* Looking after others hotels in UAE within the same chain which are Golden Tulip Al Barsha, Golden Tulip KhattSprings, and Golden Tulip AlThaniyah as per the requirement.
* Providing support for applications such as Wishnet, Opera, Micros, Touche, Web Prolific, Paytrax, Vicas, SmartTel call accounting software, Vingcard Door lock.
* Providing support and maintenance for the internet solution (Antlabs Inngate) both wired and wireless for the guest rooms and outlets using access points.
* Installation & Configuration of Application Software, Updates, Patches & Upgrades.
* Managing Fortinet Firewall by assigning policies, upgrading firmware, maintaining user profiles pertaining to different department, IP Distribution.
* Configure & troubleshoot exchange, POP3 email using MS Office 2007, 2010 & 2013.
* Managing Sophos Enterprise Antivirus & monitoring via Server console for any threats like

Spyware, Malware, and virus.

* Monitor, ensure and manage the acquisition and maintenance of property based systems.
* Enforcing policies and standards protecting company hardware, software and other resources at the property & implementing Contingency plan for disaster recovery.
* Generating systems communications for property users to introduce new applications and provide user tips, alert users of system problems and inform staff of progress or status.
* Determining priorities, schedule, plan and necessary resources to ensure completion of any property projects on schedule and according to specification.

**Programmer,** Jan 2008 - Jan 2009

**Bilag Industries Pvt Ltd (Vapi, India)**

**Sr. Technical Support Engineer,** May 2007 - Oct 2007

**Sutherland Global Services – DELL (Mumbai, India)**

Achievements

* Team member for the Pre-opening of Tulip Inn Ras Al-Khaimah hotel.
* Implementation & Migration of the Property Management System Prologic (Wishnet – Frontend, Web Prolific - Backend, Touché - POS) in Golden Tulip Hotel-Sharjah.
* Implementation and Migration of the Property Management System – Opera in Golden Tulip

Hotel-Al Barsha.

* Implemented Wireless infrastructure in Golden Tulip Hotel (Sharjah).
* Implementation & Migration of POS from Micros 9700 version 3 to version 4 onto new server in Dubai Marine Beach Resort & Spa hotel.
* Implementation and migration to Triax Head end system for SMATV giving HD channel output and IPTV infrastructure in both Dubai Marine Beach Resort & Spa Hotel and Golden Tulip Hotel-Sharjah
* Successfully finished the certification for the modules such as Manager’s Essentials, Management & Team Building.

Educational Qualification

* Diploma in Software Engineering
* Diploma in Hardware and Network Engineering
* Bachelor of Science - Electronics

Certifications

* ITIL Foundation v3 Certified
* CCNA Certified
* MCITP Certified
* Completed ABAP Programming Version ecc 6.0 from Global Enterprise InfoTech

Technical Proficiency

* Expertise in Hotel Applications:

PMS - Opera, Wish.net, Amadeus, IDS.

Back office - Sun System, Web Prolific, FMC. Payroll - Paytrax, Infostar.

POS - Micros 9700 v4 & 3700, Touche, InfoGenesis, Infrasys.

Others - Vicas (passport scanner for CID), Tiger & SmartTel (call accounting software), Vingcard & Onity (Key card System), NEC (PABX), BCT Operator console.

* Installation & configuration of various operating system Windows 7, 8, 10, server 2008 & server 2012.
* Troubleshooting LAN / WAN
* Expertise in Active Directory, DHCP, DNS services
* Configuration of Cisco & HP Switches, Routers, Access point
* Routing Protocols – RIP, IGRP, OSPF, EIGRP, BGP
* MS-SQL, Java(Core), J2EE, JSP, HTML, JDBC, C++

Personal Information

Date of Birth : Gender : Marital Status : Nationality ::

Visa Status : : Languages Known : Strength :

04-Dec-1981

Male Married Indian

Issue Date – 10/12/2012, Expiry Date – 09/12/2022

Employment Visa

English, Hindi, Malayalam, Marathi

Hardworking, Optimistic, Honest

Declaration

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Yours Faithfully,