**GREGORY**

E-mail : ​Gregory.385157@2freemail.com

**CAREER OBJECTIVE**

To be a dynamic professional and work in a challenging environment where my experience and strong work ethics can contribute to the growth of the organization and help me to further my career..

**EXPERIENCE SUMMARY**

* 3 years experience in Banking.
* 5 years experience in Administration.
* 10 years of experience in Networking & PC support.

**EDUCATIONAL QUALIFICATION**

1. ​**HSSC** ​(Science Stream), through Goa Board of Secondary & Higher Secondary Education, Goa, India in March 1990.
2. **Diploma In Computer Science & Engineering (Polytechnic)​,** through Board of Technical Examination Bangalore, Government of Karnataka, India appeared for Final year in May 1994.

**TECHINICAL QUALIFICATION**

* ❖ **DIPLOMA IN ELECTRONIC AND COMPUTER HARDWARE​ ​(DECH)​** through Institute of Electronic Technology, Goa, India in Sep. 1995.
* ❖ **DIPLOMA IN COMPUTER HARDWARE AND​ ​MAINTENANCE (DCHM)​** through Indian Technical Education Society ​(ITES)​, Bombay, India in May 1996.
* ❖ **MCSE**​ through ​**GLOBAL NETWORK TECHNOLOGY** ​(Authorized Training Center), Mumbai, India in Dec 1999.

**WORK EXPERIENCE**

**First Gulf Bank/ After Merger First Abu Dhabi Bank U.A.E**

Operations Processor from​ ​14th Oct 2014 to 28th Feb 2018.

Duties/Responsibilities (Branch Cash Service Unit)

* Preparing and dispatching Online Central Bank Vouchers for Cash Withdrawals/ Deposits to Transguard.
* Coordinating with service providers and Branch Tellers/ATM/CDM regarding Cash withdrawals, deposit receipts, cash functioning and delivery from/by Branches/Central Bank.
* Generate System entries.
* Arranging mail logistics with approved service providers both for cash and document transfers.
* Passing accounting entries for Banking Customers.
* Maintaining MIS for daily activities pertaining to customer transactions.
* Maintaining records of source documents.
* Handling of discrepancies and queries pertaining to customer calls.
* Daily verification/ reconciliation of accounting reports.

Leasing with Service Providers for various ATM/CDM Machines & arranging maintenance calls with Service Providers.

Issuance/Cancellation and Redemption of First Saving Certificates

* Preparing Monthly proofs and verification reports for management review.
* Issuance of Debit Cards.
* Scanning/Indexing of Bank documents .
* Processing of Account opening documents, maintenance and closing.
* Statement mailing to Bank staff.

 **Globaleye Insurance Brokerage L.L.C. Dubai, U.A.E**

(Administrative Assistantfrom Nov 2008 to Sep 2014)

 **Duties/Responsibilities**

* Vetting, processing, recording and dispatching new business applications to Provider offices.
* Generating periodic valuations, premium histories, premium arrears and policy surrender and maturity values for clients.
* Update client records and create/delete details on an ongoing basis.
* Maintaining the register of policy documents received , new credit card mandates, premium renewals, premium arrears, cheque receipts etc. and follow up for pending requirements.
* Recording/Tracking change of agency in/out and compiling a report for management on monthly basis.
* Providing full support to Administrative and Sales personnel.

 **NORTHERN EMIRATES INTERNET CENTER FZE’’​ SAIF ZONE, Sharjah, U.A.E. (Techo - Commercial Executive: ​From 2​nd​ Jan 2008 to Oct 2009**)

 Duties/ Responsibilities

* Handling customer calls from companies in the Free Zone Companies with regard to sales enquires.
* Providing technical support.
* Attending to service calls from Clients and cross selling Company products.
* Responsible for maintaining documentation and audit of daily activities for management.

 **MISHAAL AL SUDAIRY TRADING​,​ ​Bur Dubai, U.A.E.**

**(Sales Representative:​ ​From 8​th​ September 2006 to December 2007**)

Duties/Responsibilities

* Stock-Management (Store In-charge for stores based in Sharjah, MF Jebel- Ali as well as showrooms.
* RMA Department​: Accepting & Testing Computer Accessories, Graphics Cards, MGE UPS System, Zalman-Products & Forwarding (email) RMA-Approval for replacement.
* Checking/preparing the invoice and generating receipt vouchers for clients.

**WALNUT TECHNOLOGY​, Goa, India**

(Network Engineer - September 2002 to February 2006)

 Job Description​

* Windows 2000 Networking - Installing Windows 2000 Server.
* Implementing domains and the Active Directory.
* Managing & Maintaining Servers, users & groups.
* Maintaining volumes & disks. Configuring & setting NTFS permissions.
* Connecting with windows terminal services.
* Networking Windows 2000 Server & Windows 2000 Professional.
* Monitoring performance & security.
* Installing & configuring OS:-​ NT-Server 4.0, NT-Workstation 4.0, Windows 2000
* Server, Windows 2000 Professional, Windows (95, 98), Ms Office (2000,2003), Windows XP,​ ​Troubleshooting Networking & Printer related problems.
* Installation of Anti-Virus:​ ​(Dr. Solomon, Red Alert, Smart Dog, McAfee, F-Prot, Nash Shot, Norton, Trend Micro Office Scan Online Server-based Antivirus)

**WYSETEK SYSTEMS TECHNOLOGISTS PVT. LTD​, Mumbai, India**

(Network Engineer - June 1999 to August 2002)

 Job Description​

* Configuring trouble-Shooting & Managing Novell Netware (2.X, 3.X 4.X)
* Windows 98 Network &Windows NT Systems.
* Accessing Novell resources from windows (98) or NT.
* Installing & Configuring a Two-node as well as Multi-node network.
* Sharing drives, folders, files & Printers. Troubleshooting Windows network.
* Windows NT Servers:​ ​System security, configuring viewing Windows NT file system with particular emphasis on NT & Backup’s.
* Networking & Integrating with different operating system & Upgrades
* Trouble shooting of Windows NT. Configuring & Supporting for print system.

**PROWIDER COMPUTER SERVICE​, ​ ​Goa, India**

(Application Support Engineer -July 1997 to June 1999)

Job Description

* Installing Various Software.
* Oracle forms 4.5, Reports 2.5, Power Builder, MS Visual Basic, MS Visual
* C++, MS-Office, Adobe Photoshop, PageMaker Animator Pro, 3D Studio. Corel Draw, Windows (3.11wg, 95,98)

**UNICOM COMPUTER SERVICES​, ​Goa, India**

(Hardware Engineer -Dec.1994 to July 1997)

Job Description

* Worked as a service Engineer from & responsible for assembling & testing system, installations of System, Printers, Fax Modem (internal, External),
* Multimedia, Tap Drives, Scanners, TV-Tuner-card LAN-Cards. Also repairs of (Mono VGA), SMPS, Uninterrupted power-Supplies etc

**Personal Information**

Nationality: Indian

Driving License: Valid for light vehicle

**Personal Skills**

Languages Known: English, Hindi and Konkani

Hardworking and able to perform under pressure

Meticulous and attention to detail