

Name : **Jinu**

Designation : **Manager - Projects & Sales**

Industry : **Information Technology**

Nationality : **Indian**

13.5Years Total Experience

**Objective**

Continue to develop the potentials in the professional career and to grow to a senior level of responsibility where I can make a significant contribution to the success of the organization. Will work in an environment ensuring teamwork and accept challenges of growth opportunities.

**Expertise**



* IT Project Management & Sales
* System Administration
* Solution Consulting: Techno-Functional

**Professional Experience**

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| --- | --- | --- | --- |
| **Company** | **Position** | **Tenure** | **Reporting** |
| **Software Solutions-UAE** | **Manager – Projects & Sales** | Nov 2014-Till Date | General Manager |
| **Abacus IT Solutions FZE-UAE** | **Sr. Software Consultant** | July 2013- Oct 2014 | General Manager |
| **Dolphin Group-UAE** | **Group IT In-charge** | May 2012-June 2013 | General Manager |
| **Al Roman Technologies-UAE** | **Project Leader/Software consultant** | Dec 2005-Feb 2012 | Project Head |
| **Micro hard Services Pvt-India** | **Sr. System Administrator** | Feb 2005- Oct 2005 | IT Manager |
| **Time Technologies Pvt-India** | **System Administrator** | Feb 2004-Jan 2005 | IT In charge |

**Educational Qualification**

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| **Course** | **University** | **Year of Passing** |
| **MSc Information Technology** | Sikkim Manipal University | 2004 |
| **BSc Chemistry** | Mahatma Gandhi University | 2000 |
| **Diploma in CST** | ET & T | 2001 |

**Roles & Responsibilities**

**As Manager**

* Oversee daily operations for the organization.
* Increases management's effectiveness by recruiting, selecting, orienting, training, coaching, counseling, and disciplining employees.
* Develops strategic plan by studying technological and financial opportunities; presenting assumptions; recommending objectives.
* Ensuring the development and implementation of a clear strategic plan.
* Maintains quality service by establishing and enforcing organization standards.
* Oversee key hiring and talent development programs.
* Evaluate and decide upon key investments in infrastructure and talent.
* Communicate strategy and results to the unit's employees.
* Looking forward to the future of the business and making key investments and investment recommendations.
* Supporting the development of a healthy internal culture that retains employees and encourages their professional development

**As Software Consultant (ERP Implementation)**

* Respond to customer enquiries through email and telephone.
* Oversee and follow-up on open customer issues.
* Develop customer relationships through professional, dependable and accurate interactions.
* Delivery, Installation and Configuration of Software Applications to specified requirements
* Reply to customer mission critical issues outside business hours.
* Travel to customer sites for high profile issue resolution.
* Present training modules to customers.
* Record and manage best practice resolutions for company’s self-service knowledge base.
* Escalate issues as per Service Level Agreement.
* Extend technical support on software for internal and external clients.
* Inform client functionality requests or software change requests to development team.
* Manage resolution paths’ knowledge base and known issues.
* Offer proactive communication to clients, account managers and project managers.

**As Systems Administrator**

* Support LANs, WANs, network segments, Internet, and intranet systems.
* Maintain system efficiency. Ensure design of system allows all components to work properly together.
* Troubleshoot problems reported by users. Make recommendations for future upgrades.
* Maintain network and system security.
* Monitor networks to ensure security and availability to specific users.
* Evaluate and modify system's performance. Identify user needs.
* Maintain integrity of the network, server deployment, and security.
* Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations.
* Design and deploy networks.
* Perform network address assignment.
* Assign routing protocols and routing table configuration.
* Assign configuration of authentication and authorization of directory services.

**Personal Details**

Date Of birth : 05th December, 1977

Visa Status : Residence VISA

Marital Status : Married

Religion : Christian

Language Known : English, Hindi and Malayalam (Read/Write/Speak)

Driving License : Valid UAE Driving License

Hobbies : Listening to Music, Playing Cricket & Badminton

**Contact Details**

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