****

**ABY**

[**ABY.95683@2freemail.com**](mailto:ABY.95683@2freemail.com)



***D r i v e s B u s i n e s s T r a n s f o r m a t i o n P r o j e c t s***

Creative and goal oriented IT Administrator who transforms business problems into business solutions through successful consultancy for, designing, and implementing solutions for large and mid-size companies and strategic projects. Entrepreneurial and client-focused, with over 12 years of experience, including 8 years in GCC, in IT services, network & telecommunications services, full project life cycle management, client / vendor relationship and operational management . Progressive, solutions-focused professional with expertise in Project Management and technical support in Healthcare and FMCG domains, thrive in an atmosphere of new challenges and time-critical projects.

**STRENGTHS**



### Attention to detail Project Management Business Analysis IT Governance

### IT Centralization Project Cost Control Requirements analysis Quality Assurance

### Strategic Planning Training and Development Resourceful Focused Innovation

### Decision Making Analytical & Interpersonal Skills Technical Support Client relations

**SELECTED TECHNICAL SYNOPSIS**



* Unique competency in translating business issues into solutions including opportunity identification, requirements development, delivery, support, and analysis
* Possess a clear understanding of diversified domains and technology trends with distinction of instituting quality control techniques to achieve project excellence at the lowest overall cost
* Demonstrated success in the management of complete life cycle of projects (including requirement design, development, implementation, testing, configuration management and release management)
* Meet end-user requirements, cost, and quality objectives through timely development and execution of information system functions, computer operations, and programming systems
* Expertly oversee large-scale IT infrastructure projects from initial planning and development to implementation and enhancements
* Possess an exceptional record of understanding business process management and business requirements of customers, and translating them into specific functional requirements
* Combine technical expertise with strong business acumen and operational understanding; ensuring all technical strategies and activities align with corporate goals
* Adapt existing methods and procedures to create possible alternative solutions to moderately complex problems. Understands the strategic direction set by senior management as it relates to team goals
* Proficiency in English, Hindi, Malayalam, Tamil and Arabic (Basic) gives an edge to handle different communities of people
* Team leader who effectively meets goals through strong leadership, interpersonal communication and analytical abilities

**OCCUPATIONAL CONTOUR**



* **MS Suite:** Windows Vista/7/8/10 | MS Office 365 Business
* **Linux:** Linux Ubuntu
* **Software:** Hospital Information Systems [HIS Software] | SAP Business Suite
* **LAN Servers:** Windows  Server 2012 | IBM Lotus Notes
* **VOIP Platform:** AVAYA IP Telephony
* **Others:** Networking | Wincor Nixdorf TP.net POS solutions | IP surveillance using Network Cameras

**OCCUPATIONAL CONTOUR**



**IT Incharge**  **Aug 2011 – Mar 2017**

*Lulu Group International, Muscat, Oman*

Spearheading the team of 5 professionals, end user, system, and network support engineers to manage and monitor their day-to-day technical as well as operational activities challenged to document policies & procedures, end-user documentation, installation instructions, network and system design documentation, system & script documentation, test plans in liaison with Company’s vision & mission

* Formulate and implement changes to policies, procedures, maintenance, and system standards to improve quality and increase efficiency
* Document policies & procedures, end-user documentation, installation instructions, network and system design documentation, system & script documentation, test plans etc.
* Ensure the data integrity and inventory control process through SAP ERP.
* Ensure the security of all network files, assignment of network, and backup of all network data. Introduce MFPs to all office to provide cost effective and efficient centralized printing solution
* Evaluate existing IT needs of all departments, propose recommendations to maintain and improve the quality of service and also plan, coordinate, and implement improvements in service
* Perform Peoples Management like recruiting, hiring, employee development, organizational review, and performance management
* Involved in installation and configuration of computer hardware, operating systems and applications
* Responsible for administration and management of video surveillance & AVAYA telephone Systems



**Executive Operation**  **Jan 2011 – Aug 2011**

*Vasan Health Care Pvt Ltd, Palakkad, Kerala, India*

Promoted to assist senior Management team in formulating strategic plans to enhance operations. Coordinated with the Medical Consultants, Support Services to ensure smooth operations

* Analyzed HIS data to prepare analytical reports to share with the top management
* Conducted employee training on latest technological advancement and customer relations



**IT Incharge**  **Jan 2010 – Dec 2010**

*Vasan Health Care Pvt Ltd, Palakkad, Kerala, India*

Recruited to held accountable for the smooth running of computer systems within the limits of requirements, specifications, costs and timelines. Supervised the implementation and maintenance of company’s computing needs

* Responsible for administration and management of Windows and Linux workstations, troubleshooting, routine checks and monitoring of software installations
* Provided End user training on Hospital Information System and other applications and Help-desk and remote assistance for system users
* Involved in management of CCTV’s & Telephone Systems

**Previously held positions**

**Sales Coordinator**, *Silver Globe Insurance Brokers LLC, Dubai, UAE* **Jun 2006 – Dec 2008**

**Customer Service Representative**, *Reliance Infostreams Private Limited, Chennai & Mumbai, India* **Aug 2004 – May 2006**

**EDUCATION AND CREDENTIAL**



**Masters (MBA),** Information System Management **2014**

*Bharathiar University (SDE), Coimbatore, India*

**Masters (MSE),** Software Engineering Certification **2004**

*LCC Infotech Ltd, Kerala, India*

**Bachelors (BSC),** Statistics **2001**

*Mahatma Gandhi University, Kerala, India*