**SENTHIL**

Dubai, United Arab Emirates [|senthil-397695@gulfjobseeker.com](mailto:|senthil-397695@gulfjobseeker.com)

**INFORMATION & COMMUNICATION TECHNOLOGY MANAGEMENT SPECIALIST**

Accomplished and results-focused **Senior‐level** Hard Core **Information & Communication** **Technology Department Head** with **20 years** of excellence in IT industry with extensiveexperience with Core competencies in conceptualizing and delivering End to End ICT services, ERP

* CRM Projects, Business Process Automations, Omni Integrations, Cloud Systems, Automation of Facility Management Services, Digitalization, Digital Branding, Call Center, VR Setups, CCTV & Turnkey Systems, Hybrid Time & Attendance System, Strategic operations management and other Critical frame works. Demonstrate comprehensive knowledge in strategizing complex and business-critical initiatives for a range of sectors, transforming digitalization, Cost Saving results, directing cross functional teams and cultivating solid relationships. Possess outstanding organizational, managerial and technical competencies.

**AREAS OF EXPERTISE**

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| *Oracle EBS Design & Implementation* | *Business* | *Automations* | | | *&* | *Omni* |
|  | *Integrations* | |  |  |  |  |
| *ERP & CRM Software Solutions Design* | *ICT Design & Implementation and* | | | | | |
| *& Implementation (Oracle EBS,* | *Transforming* | | *Business* | | | *to* |
| *Microsoft D365 F&O, D365 CRM,* | *Digitalization and towards paperless* | | | | | |
| *(Customer Engagement), Salesforce* | *Smart business operations* | | | | |  |
| *and SAP Success Factor* |  |  |  |  |  |  |
| *Architectural solutions on Multi-tier* | *Using Business Intelligence tools on* | | | | | |
| *Business Applications and Seamless* | *solutions design and finalizations* | | | | | |
| *Integrations* |  |  |  |  |  |  |
| *Expert on gathering Business* | *Ensure Business continuity and do* | | | | | |
| *Requirements, Analyzing, Designing* | *change management with minimal* | | | | | |
| *Solutions for Product & Vendor* | *or zero downtime* | |  |  |  |  |
| *selection* |  |  |  |  |  |  |
| *Data and System Integration Strategy* | *Successfully delivered projects on* | | | | | |
| *on Corporate Business Policies* | *specified Time & Budget* | | | |  |  |
| *Design frameworks on Business* | *Strategical plans to ensure process* | | | | | |
| *transformations on the implementation* | *owners & business owners are* | | | | | |
| *of new systems and developments* | *completely* | *trained* | | | *to* | *get* |
|  | *familiarized on the new systems &* | | | | | |
|  | *Processes* |  |  |  |  |  |
| *Provide Centralized Single data Access* | *Risk Analyzation and compliance,* | | | | | |
| *platform for the process owners to* | *Budgeting,* | *Setting* | | *Project* | | *Time* |
| *ensure quick & effective business* | *frame, Effective* | |  | *Governance &* | | |
| *service delivery* | *Consolidation* | |  |  |  |  |
| *Payment Gateways, Smart System* | *Interactive* | *Kiosks* | | *for* | *Service* | |
| *Integrations & RPA* | *Automations* | |  |  |  |  |
| *Call Center Setup & Integrations* | *Cloud Computing* | |  |  |  |  |
| *Facility Management Automation* | *Achieved Cost Savings & ROI* | | | | |  |
|  |  |  |  |  |  |  |



**EXECUTIVE & TECHNICAL SKILLS**

Ultimate responsible on ERP, CRM & Other Business Applications implementations for the entire group organizations doing diversified business operations



Creating Industry best practices Enterprise Solutions by gathering requirements from the stakeholders, process owners, analyzing the legacy systems on the capabilities and usage Assisting Business Owners to identify industry specific products using Business intelligence tools to analyze the system requirements



**Oracle E-Business Suite** Implementation for Financials, SCM & CRM Automation &Integrations



Microsoft **D365 ERP** Implementation (**Finance & Operations**) for the Investment Office (RAK Holding) , Property Developer & Real Estate company Uniestate Properties, Construction (Edifice) & Facility Management (Uniestate FM), modules like Finance, Procurement, Inventory Control, HCM, Payroll and Project accounting with end to end integration with CRM and collaboration system



Microsoft D365 ERP **–** PMS (**Property Management System**) **-** A complete suite of Property Management system which includes Sales, Lease & Customer services integrations Microsoft D365 CRM **- Customer Engagement** System for Sales, Marketing, Customer services, Project Services Automation, Project Management and **Field Services** Salesforce CRM Solutions & SAP Success factor Implementations



Technical Solution architect on seamless Omni directional integrations of multi-level business applications, collaboration systems, using cloud integration apps, MS Flow, Jira, .Net stack, ALM and other tools.



Solution design, project analysis, Analyzing business requirements on coordinating with cross functional business process teams, technical teams, developers, process owners, stake holders and business owners



Assist Higher Management in providing the solution architectural design to easily identify the products for the business needs in which the design is prepared by Product evaluation, setting up POC’s, using Agile methodologies, use cases, product capabilities, advantages on futuristic usages, Security, stabilities, industry specific products, experimental use cases by competitors or by the world class industrial usage, Risks & compliance and return on investments



IP Telephony System with **Call Center** implementation & Integration with CRM



Point to Sale (POS) system & Automation with Kiosk integration services delivery and payments



CCTV Turnkey Systems across properties with Centralization of Data backups



Collaboration Systems - Production management system integrated with ERP where the complete company operations are being centralized with performance monitoring **Digitalization** – Digital activities like Centralized Display System, Signages, Social Mediaintegration, lead generation, Website integrations and other Digital activities Implemented Automated Hybrid Time & Attendance for employees



Smart Access Control Systems across properties for Pool, Gym & Gate barriers



Integration & **Automation for Loyalty Programs**, Omni integrations of web, mobile apps auto Appointment scheduling, Surveys, Customer Rewards, Incentives, Lead Generation, Automated task creating, Attendance automation, Business out integration with Functional keys on T&A system, Vehicle tracking & Monitoring, **Automotive Fuel Re-imbursement**, Customer Awarding etc.



MS Navision ERP Implementation for Thermo a Premium MEP Contracting Company having **work force of 25000/- +** with branches at all over UAE, KSA & Qatar and company partof Union Properties Group Navision implementation for Thermo with Modules as Finance, Inventory, Central Warehouses, Sub Stores, Human Resources, Jobs, Fleet Management, QHSE & CCM



MS Navision for GMAMCO – Full **automotive process** operations for the Duct **Manufacturing Unit** with modules of Finance, Jobs, Inventory, Warehouse, HR, Sales &Manufacturing



Centralized Electronic Document Management System



Infrastructure & Datacenter setup with full inter connectivity of **Multi Billion project** offices like at Dubai International Airport Terminal3, Motor City, Abu Dhabi Financial Center, JBR Towers, Community villages, schools, hospitals, malls, Data center, Point to Point Wireless Networks, etc.



Implemented **Disaster Recovery** Project and Numerous ICT Setup



**PROFESSIONAL EXPOSURE**

**June’17** - **Till Date**

***Group Head of IT***

Managing the Corporate ICT Systems for the group and Transform the organization to digital with Innovative Technologies and execute the complete company business operations using fully integrated & Automated ICT systems.

* Implementation of D365 ERP & CRM System with modules like Finance, Procurement, Inventory control, Project Accounting, Property Management System, Sales & Marketing, Project Management, Field Services, Survey & incentive systems, Human Resources & Payroll System etc.
* IT Infrastructure & Centralized IP Telephony setups with Call Centre
* Implemented of Fully integrated Collaborative production system with integration of multi cloud apps for various business operations
* Fully Integrated & Centralized Time & Attendance System for employees and Centralized Access Control System for Utility access properties for the Tenants / owner like Entrance, pools, Gym, Parking / Gate barriers etc.
* Fully Integrated Vehicle Tracking System with Automated Fuel Re-imbursement
* Digitalization – Centralized digital system for display, signages, lift branding, survey system, social media marketing, lead generation, website developments, mobile apps, live videos, broachers, flyers, mail integrations and other digital branding activities
* Centralization of IT Network & Security systems, SAN / NAS Storage System, Virtualization, FortiGate Firewall Systems, Cisco Switches, Cisco Wireless Access points, Cloud storage and setups

**Thermo LLC, Gmamco LLC (Union Properties Group) *IT Manager***

**September’05 – June’17**

Delivered numerous ICT Projects for the organization for 1500+ IT System Users where the company has a volume of 25,000+ Employees executing multibillion projects all over Middle East in around 35+ locations.

* Achieved on delivering a Highly Secured Data Center Setup, Infrastructure setup for multibillion worth of project offices and centralized the ICT system solutions & services like virtualization, Storage Systems, Centralized Backup systems, IP Telephony, Power systems and risk assessment
* End to End ERP System implementation process across businesses entities of Thermo & Gmamco
* Implemented Electronic Document Management System & Online FAX Solutions
* Implemented ICT projects with 10 core Datacenters & 25 small data centers, 150+ Servers and 1500+ IT systems and around 25000+ Employees connected in UAE, KSA & Qatar for Multi Billion worth projects executions site offices to name few Dubai International Airport Terminal3, Motor City Development, Abu Dhabi Masdar, Financial centers, Etisalat Data centers, Shopping malls, Hospitals, Commercial & Residential towers, Villas, etc.

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| **Intersoft Information Systems, Abu Dhabi, UAE.** |  |
| Network Engineer | October ‘04 – September’05 |
| **S.S. InfoTech, Trichy, India.** |  |
| System & Network Engineer | October’03– August’04 |
| **Online Computer Systems, Abu Dhabi, UAE.** |  |
| Systems Engineer | February’02 – September’03 |
| **Hardnet IT Solutions, Trichy, India.** |  |
| Service Engineer | November’2000 – February’02 |
| **Alpha Systems, Trichy, India.** |  |
| Customer Support Engineer | December 1999 – November’2000 |

**ACADEMIC & PROFESSIONAL DEVE L O P MENT**

**Master of Business Administration (MBA)** Diploma in Electronics Engineering Microsoft Certified Systems Engineer Cisco Certified Network Associate Post Graduate Diploma in Computer Networking Advanced Diploma in Computer Hardware Engineering ITIL Foundation | PMP