**SINU**

Targeting management positions in Information Technology with an organisation of high repute

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**PROFILE SUMMARY**

* **Qualified M.S. in Computer Information Systems** offering **over 8 years** of experience in a multitude of industries working with both government and private organizations.
* Experienced in liaising with clients, collaborating with them over a range of projects including hardware and software supply and configuration as well as computer networking solutions.
* Managed and cultivated IT team driving consistent and optimum performance.
* Experienced in dealing and communicating with various stakeholders such as clients, sub-contractors and vendors in a multi-cultural environment.
* A self-starter constantly keeping abreast on the latest trends in technology.

**ORGANISATIONAL EXPERIENCE**

As System Analyst for 7+ years overseeing the company’s IT operations and projects over the entire project lifecycle.

**Key Result Areas:**

* Oversaw projects with clients in various IT operations such as hardware and networking configuration.
* Managed IT support teams for clients where the teams provide AMC support to clients in relation to computer operations including monitoring system performance, configuration and their maintenance.
* Initiated and led meetings with clients for new projects, delivering presentations and product demos as well as follow-up negotiations.
* Managed and executed both small-scale and large-scale projects within schedule, scope and budget.
* Created and executed plans for communication protocol during projects.
* Tracked project milestones, deliverables as well as client and team communication lines as necessary to ensure project progress stays within agreed targets and achieves client satisfaction.
* Developed procedures to maintain security and protect systems to safeguard from possible risk factors like unauthorized use. This included creating software installation protocol and documentation for backup and restoration of host operating systems, applications as well as corresponding data.
* Reviewed periodic maintenance of systems and servers for hardware and software failures.
* Oversaw task logs for replacement or upgrade of obsolete components.
* Provided onsite support for high risk scenarios such as breakdown of equipment or disaster recovery.
* Interacted and negotiated with suppliers and sub-contractors.
* Provided consultation in emerging market trends in IT and their application to existing client business operations to maximise opportunities for growth and innovation.

**Jun’10 – Jul’11: Mashreq Bank as Business Development Officer (Sales)**

Worked as Sales Officer providing financial assistance to clients and companies.

**Key Result Areas:**

* Marketed bank products by meeting prospective clients and creating awareness about the benefits schemes provided by Mashreq.
* Achieved monthly targets by selling premium bank products.
* Documented client details into the system for processing and approval.

**Nov’09 – Feb’10: Invictus Technologies, Bangalore – India as System Administrator**

Reported to the IT Director and scheduled day to day tasks for the IT staff. Oversaw work completion progress and ensured client satisfaction.

**Key Result Areas:**

* Developed and maintained installation and configuration operational procedure.
* Reviewed system and application logs and verified completion of scheduled jobs.
* Managed company and team operations as in absence of IT Director and led meetings with clients.
* Assisted IT Director in preparing project scope, timeline and budget as required.
* Briefed clients with details of ongoing projects and reviewed the work progress.
* Implemented IT security policies of the organization.
* Monitored performance tuning and resource optimization of systems and servers
* Executed Configuration of CPU and system memory in user terminals as well as servers.
* Setup, configured and monitored network communication.
* Installed and maintained of firewall and intrusion detection software.

**SKILLS**

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| Programming Languages: | ASP.NET, C#, |
| Web Development: | HTML5, Flash |
| Microsoft-Office Suite Applications: | Excel, Visio, Word, PowerPoint, Access & Outlook, Server 2006 |
| Multimedia & Animation:  Networking | Adobe Suite CS6 (Dreamviewer, Flash, Photoshop, Illustrator) |
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**EDUCATION**

* **MSc (Master of Science) in Computer Science** from Manipal University Dubai
* **BSc (Bachelor of Science) in Computer Science** from Manipal University Dubai
* **All India Secondary School Examination**, Dubai

**PERSONAL DETAILS**

Date of Birth: 30th April 1984

Languages Known: English, Hindi, Malayalam, Tamil.

Address: Dubai, UAE

Marital Status: Married

UAE Driving License: Yes