**Sudheesh** 

**Dubai, UAE.**

### **Objective**

[Obtain a suitable position in](https://www.greatsampleresume.com/resume-objectives/it-resume-objectives/obtain-a-management-analyst-or-consulting-position/)any reputed industryin UAE that contributes to the outstanding success of the business via 12 years and 6 months of total professional experience in IT and Functional Support (Shipping and Logistics)from major global industries.

### **Profile Summary**

* IT professional with 11years and 6 monthsof experience in UAE providing service to IT department of world’s 3rd largest shipping and logistic company.
* Functional support on Logistics business modules include: Booking/ Detention & Demurrage / Import and Export Documentation / Operations / Transport.
* Working experience in UAE, France, Philippines & India.
* Experience in Project coordination with SAP partner’s IBM, Infosys, Accenture & SAP support for SAP implementation project.
* Hands on experience in IT Operations and resource management.
* Knowledge in Waterfall & Agile Software Development Life Cycle Methodology.
* Business and Technology Analysis.
* Data Analysis and Visualization.
* Completed PMP (PMI) certification training from UAE.
* Underwent training course in foundation in Institute of Chartered Shipbrokers.
* Visited Jebel Ali port, CMA CGM ships and agencies for study of business improvement plans.
* Knowledge in Digitalization (Digital Transformation and Emerging Digital Technologies, Data Science and Analytics,Artificial Intelligence (AI), Big Data, Internet Of Things (IOT), Smart Cities, Cloud Computing & Cybersecurity, Blockchain)
* Participated in 39th GITEX Technology Week at Dubai World Trade Center.
* Part of initial team to contribute to SAP implementation project to shipping company.
* Liaising between business and technical areas to achieve on-time project completions.
* Successfully merged customer user needs with business requirements.
* Anticipated and managed change effectively in rapidly evolving global business environments.
* A diversity conscious individual with sound cross-cultural communication, problem solving skills and strong attention to details and focus on task completion.

### **Education**

* **Engineering (B.E) in Information Science and Engineering from PESIT, Bangalore**
* **ITIL V3.0 London, UK Certified**
* **CertifiedDigital Business Leader (from Digitalization Cloud, UAE)**
* [**Certified Logistics & Supply Chain Management (American Institute of Business& Management)**](http://www.linkedin.com/college/?eduSchool=Certified+Logistics+%26+Supply+Chain+Management+%28American+Institute+of+Business%26+Management%29&trk=prof-edu-school-name)
* **Completed PMP(PMI) certification training from Cambridge Education, UAE.**

### **Professional Summary**

* **Senior Associate Consultant** (Infosys Middle East FZ LLC), Dubai Media City (From Jan 2018 to present)
* Worked as **Sap Basis Consultant (IT Operations)** for CMA Systems (A Joint Venture of IBM and CMA CGM), Dubai (From March 2015 to December 2017)
* Worked as **Functional Support Specialist(Shipping & Logistics)** in CMA Systems (A Joint Venture of IBM and CMA CGM), Dubai (From August 2009 to Feb 2015)
* Worked as **System Administrator - CAST** Tool in CMA Systems (A Joint Venture of IBM and CMA CGM), Dubai (From July 2008 to August 2009)
* Worked as **Software Engineer** in Sterling Computers, Cochin, India(From May 2007 to May 2008)
* Worked as **Analyst & Business Development Executive** in Arms Ad Media, Cochin, India (From December 2006 to May 2007)

### **Soft Skills**

Excellent communication & presentation skills || People management and easily rapport making with people || Good knowledge on Shipping & IT Industry || Efficient in Customer Handling || Quick Learner || Task and target oriented || Perfect blend of analytical & logical skills || Stay focused in high pressured situations || Ability to think through problems ||Confident and motivated Team player || Innovative and Creative.

### **IT Skills**

SAP || Tableau|| Tally || My SQL || Python ||Oracle Forms Developer, Reports Developer || Database Oracle 6i and 9i || TOAD, PL/SQL Developer || IBM EZ Service, Serena Dimensions || Microsoft Excel, Power Point, Word, Access || HTML ||C++

### **Achievements**

* Played major role in streamlining and bringing improvement in IT operation process in Global Support Team (70 members) to support nearly worldwide shipping business users of 30000 in the group.
* Initiated pro-active and back up plans in IT management projects for operational stability.
* Reduced errors in the shipping applications and advised fixes which in turn reduced cost and time handling errors by the group.
* Selected first from CMA systems by management to join Philippines Accenture office to implement SAP. Successfully adapted fast the working condition of Accenture and completed one-year contribution to Accenture for CMA CGM Group.
* Successfully completed Project Manager role for Organizational Structure in CMA Systems. It’s part of social project LYRA for betterment of the company and staffs by liaising with third party consultant like CEDAR and Ernst and Young.
* Received first price for creative painting at CMA Systems, Dubai.
* Successfully organized social and sports outdoor events for Infosys Middle East in UAE.

**Responsibilities Handled as Senior Associate Consultant Infosys Middle East FZ-LLC, Dubai**

* Identify functional (shipping and logistics) and technical issues in business application and propose solution to business.
* Business and Technology Analysis.
* Data Analysis and Visualization.
* Monitoredflow of business information from source (Oracle Systems) to target systems(SAP systems) through different interface on daily basis and report to concerned team to fix and brought improvement plans in the process to stabilize the data flows between the systems.
* Download and verify the data files generated by BODS job from sap systems to check mass data integrity.
* Verify large data extracted using SQL queries from SQL database server.
* Verify Qlick sense reports gives same result of BODs extraction to automate integrity process.
* Manage 10 Team resources and maintain Weekly Status Report for the team.
* Organize meetings with top management in France and with team for completion of tasks.
* Handled Pre Sales.
* Recognize and identify client requirements and accordingly pitch service to them.
* Responsible for generating new business relationships.

**IT Operations (SAP Basis Consultant - SAP Integration &Performances) CMA Systems, Dubai**

CMA Systems is a joint venture between CMA CGM, 3rd World’s largest container shipping company based in France and IBM, world’s leading IT manufacturer.  
Roles and Responsibilities:

* Responsible for Run of IT / SAP Operations for Group.
* Continuous IT coordination.
* Delegating & managing tasks with different internal teams and major 3rd party IT service providers (project team like IBM, Accenture & SAP) for infrastructure delivery activity to the group.
* Worked 45 days in Philippines (Accenture Manila, Philippines Deliver Center) to contribute for SAP infrastructure delivery activities.
* Worked in France (CMA CGM Headquarters, Marseille) for one month to contribute forSAP infrastructure Production Team.
* Mentored, trained and guided new recruits in the SAPHIR project in Dubai when required for the project.
* Understanding of SAP infrastructure Landscape design in different environment.
* Liaisons man for the team in Dubai for communication on project between different teams in different regions.
* Post configuration during the release in production environment as requested by project team.
* Sap Basis Activities as follows.  
  - Super User role: Maintaining and changing the profiles of the users.  
  - User Administration.   
  - Import and Export of Role.   
  - Sap Portal User Admin.   
  - Apply SAP Notes & upgrade Components.   
  - Day to day monitoring the systems and reporting to the management.  
  - Performing system health checks.  
  - Checking up Schedule Backups and Logs.  
  - Monitoring work process and their statuses from time to time.  
  - Checking System Logs and abap dumps.  
  - Involved in stopping and starting the system whenever necessary.  
  - Performing client copy.  
  - Handled background job processing and Monitoring.  
  - Provide support to release management team when required.

**Responsibilities Handled as Functional Support SpecialistCMA Systems, Dubai**

* Provide functional support to Logistics and container shipping industry.
* Business Analysis.
* Logistics business modules include: Booking/ Detention& Demurrage / Import and Export Documentation/ Operations / Transport.
* Exposure to the Business strategy of IBM & CMA CGM.
* Clearly understanding business requirements and translating those to an optimal solution.
* Analyze complex business requirements and develop effective technology solutions.
* Interacting with the customers via phone, internet, email, or in person to address directly the customer issues.
* Following up with requests, complaints or inquiries of customers and forwarding customer concerns to upper level management when required.
* Handling all inquiries and requests of customers and resolving the problems swiftly.
* Assessing the situation and determining an appropriate suitable course of action.
* Working with employees and providing guidance during tough situations to acquire appropriate resolution for the customer and the organization.
* Providing Technical and Engineering support.
* Taking up and analyzing any challenge the organization faces.
* Serving the customer based on the priorities.
* Following the SLA with the customer and proving the best service Just in Time(JIT).
* Prioritizing and escalating any issues or potential risks.
* Analyzing the business concerns from all around the world.
* Accounts Management for applications.
* Shift Lead for a teamof 70 members and organize shift meetings on weekly basis.
* Manage work load within in the team and provide operational stability.

**Responsibilities Handled as Tools Administrator - CASTCMA Systems, Dubai**

CAST is Application Intelligence software, providing the metrics and information IT executives need to measure, control and improve both the structural quality of business applications and the performance of development teams.

* Analysis, interpretation and providing support for Developers and Architects.
* Manages Users and their rights in all CAST applications.
* Gathers source code for all applications and validates completeness of sources.
* Manages all analysis and validates all knowledge bases.
* Keeps knowledge bases up to date.
* Manages the order of all analysis on all platforms.
* Manages all dashboard contents.
* Develops required Reports for all teams.
* Reads log files.
* Asks for the usage of backup in case of problems during analysis.
* For any support, contact CAST e-support.
* SQL / PLSQL, TOAD and Dimensions.
* Preparing and presenting the supporting documents.
* Direct interactions with CAST consultant in Marseille, France.
* Alternative proposals of solutions.
* Fulfillment of the desired goals and objectives within the timeframe.

**Responsibilities Handled asSoftware Engineer(Oracle Developer)Sterling Computers**

**Sterling Computers** is an IT firm in India with head office at Cochin providing software solutions to Hotels, Real Estate, Inventory, Hospital and Medical Business in UAE.

* Requirement analysis & interpretation.
* Evaluation & understanding of customer requirements.
* Troubleshooting & Resolution of issues.
* Application Development in Oracle Forms D2K (Forms 6i, 9i).
* Application Development in Oracle Reports 6i/9i.
* Handling of Various Database objects.
* Preparing and presenting the supporting documents.
* Communicating with the Stakeholders.
* Fulfillment of the desired goals and objectives within the timeframe.
* Well understanding of the Hotel Management, Inventory and Real Estate Business.
* SQL / PLSQL and TOAD.

**Analyst & Business Development ExecutiveArms Ad Media**

**Arms Ad Media** is a IT company in Cochin, India providing web based & Advertising solution. Company serves its client base with innovative ideas of branding using modern technology in multimedia.

* Market Research &Analyse market trends.
* Identify Key Customers.
* Initiate strategic plan to add more value to business.

### **PERSONAL DETAILS**

Date of Birth : 21/01/1983

Sex : Male

Marital Status : Married

Dependants : 3

Visa Status : Employment Visa (TecomFreezone, Dubai, UAE)

Notice Period : Immediately

Nationality : Indian

Driving License : Issued in Dubai

Personal Contact : [sudheesh-75234@2freemail.com](mailto:sudheesh-75234@2freemail.com)

Reference : Mr. Anup P Bhatia, HR Consultant, Gulfjobseeker.com 0504753686

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