

SAMPLE 6

HEADLINE: Service Delivery | Program/Project Management | Infrastructure Planning & Management

SUMMARY (2000 Character Cap)

As a goal-oriented senior IT Manager, I possess proven experience in project planning, scheduling and monitoring to ensure project accomplishment within defined time/cost parameters. With excellent people leadership skills, I have demonstrated excellence in managing performance-driven and cross-functional organization across multiple customers, industries, countries, cultures and level of maturities. To support IT staff, I prioritize and monitor work assignments, and provide technical guidance.

Ability to enhance operational effectiveness and meet operational goals within cost, time and quality parameters, I have gained extensive experience in enhancing productivity and quality whilst providing the highest standard of service, maximizing customer's satisfaction. Handled project operations with key focus on bottom line profitability and optimal utilization of resources, I have displayed proficiency in ramping up projects with competent cross-functional skills.

Well-earned reputation for a strong work ethic and approachability, I possess the ability to ensure project accomplishment within defined time/cost parameters. During my association, I have known as an effective communicator committed to professionalism and highly organized with ability to see the big picture while paying attention to small detail. All through the years, I have worked as a transformational leader with deep experience and understanding of technology, cross-functional team management and organizational dynamics of a global company. I can be reached at: xxxx@gmail.com.

SKILLS

- Strategic IT Planning/Resource Optimization
- System Support Engineering
- Project Management/Budget Control
- Infrastructure/Change/Quality Management
- Service Desk Management
- Requirement Analysis/Knowledge Transfer
- Process Rollout / Management
- Technical Troubleshooting
- Team Leadership/Training & Development
- Customer Support/ Risk Mitigation & Control
- Audits & Compliances/MIS

ORGANIZATION (2000 Character Cap)

Parsons International Limited

IT Manager (Since Aug 2012)

As an IT Manager, I monitor IT Support specialists located in major Parsons Offices throughout the MEA locations. Additionally, I also implement Parsons IS methodologies, policies, procedure and standards. For all MEA locations, I monitor day-to-day IT operations at all MEA Offices in compliance with the Parsons IT Core and Internal Process Metrics. I support Information Technology solutions to over 5,000 users, including PC support, network/server support, and project mobilization and execution.

I am also leading a team of 25+ members responsible for supporting IT Operations at all the PARSONS MEA locations (UAE, Qatar, Bahrain, Oman, Saudi Arabia and Turkey) following PMI and Agile PM methodologies. While assuring compliance with all the set parameters, I conceptualize and implement strategies to enhance operational efficiency. To support IT staff members, I prioritize and monitor work assignments.

- ✪ Successfully coordinated multiple project delivery for Infrastructure implementation for clients in MEA.
- ✪ Credited for developing and introducing new standard software and hardware into the Parsons environment.
- ✪ Acknowledged for developing disaster recovery strategies & policies, for emergency backup, data archiving, storage and retrieval.

WIPRO Limited

Program Manager (Jul 2006 to Aug 2012)

At the outset joined as Program Lead (Jul 2006 – Jun 2009) and rose to the position of Program Manager (Jul 2009 – Aug 2012). During my association, I liaised with third-party contractors and consultants to deliver projects as per plan and schedule. I also planned strategies to optimize resources, improve throughputs, and enhance system performance parameters. I successfully improved the overall IT policies, (SOP's) while ensuring compliance from systems and users.

For business applications and the portal environment, I handled all UAE customers while working as a leading member of the implementation team of the (Service desk) 24/7 Support Wipro Dubai. I established high standard of accomplishment to ensure service delivery compliance, complaint management, C-Sat and ensured compliance with quality standards like ISO, BS7799, Six Sigma & ITSM, resolving technical escalations, timely billing and collections.

- ✪ Proved instrumental to drive the various process of ITIL and conduct internal audits to review the adherence of the processes.
- ✪ Directed team of over 35 members for supporting IT needs of all the locations of Noor Islamic Bank, Dubai that consisted of 200+ Servers, 250 Networking equipment, 2000 Desktops spread across in 35 locations across Dubai.
- ✪ Commended for leading on-site team of 25+ members for supporting IT needs of all the locations of Al Yousuf Group, Dubai, which consisted of around 95 Servers, 138 Networking equipment, 1300 Desktops spread across in 85 locations across the UAE.

Operations Manager

WIPRO Limited (Sep 2005 to Jun 2006)

Site In charge/IT Manager

WIPRO Limited (Sep 2003 to Sep 2005)

NOC Cluster Lead

WIPRO Limited (Nov 2002 to Sep 2003)

FM Team Lead

WIPRO Limited (Jun 2001 to Oct 2002)

Customer Support Engineer

WIPRO Limited (Feb 2000 to Jun 2001)

Customer Support Engineer

Parity Systems Private Limited (Aug 1997 to Jan 2000)

PROFESSIONAL COURSES/CERTIFICATIONS

- ✓ ITIL Certified
- ✓ BS7799 Implementation Certified (ISO 27001)
- ✓ Course on Data Centre Design and Engineering in Dubai
- ✓ Up Your Service Program in Feb 2008, Dubai
- ✓ Cisco Certified Network Analyst (CCNA)
- ✓ Microsoft Certified Systems Engineer (MCSE)
- ✓ Wipro Authorized Service Engineer (WASE)
- ✓ SIX Sigma

CREDENTIALS

- Bachelor of Technology (Electronics & Communication Engineering)