Personal Profile

Microsoft (MCTS, MCPD) and ITIL Certified Professional with nearly **12+ years of experience** in Project Management, Software Development, Technical Support, and Team Management.

Analytical IT professional with expertise delivers strong technical solutions that solve business problems; always keeps an eye on bottom line business benefit

A proven record of making outcome-based decisions that drive business process improvements and system-wide standardization

Builds teams that take pride in developing high-quality, dependable systems and services

Gained expertise in handling Product, Services and Client based Organization under IT Operation by monitoring and managing Service Desk, Problem Management, Change Management and SDLC.

Expertise in concepts of end-to-end project planning and implementation from scope management, to activity sequencing, risk analysis to quality management in adherence to quality guidelines and norms.

A keen planner, strategist and implementer with expertise in managing technical projects operations and new technology implementation for streamlining related activities within time and cost parameters as per quality standards.

Adept at mapping client's requirements, custom designing solutions and troubleshooting for complex information systems management; acting as an escalation gate to resolve critical issues of the team members.

An effective leader with distinguished abilities in recruiting, training & motivating teams to maintain deliverables as per SLA.

Contact Info

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Current Location:
Jeddah, KSA

Home Town:
Hyderabad, Andhra Pradesh, India

Work Preference

- ✎ **Availability** — **30-60Days Notice Period.**
- ✎ **Current Location** — **Jeddah.**
- ✎ **Iqama Status** — **Transferable**
- ✎ **Relocation** — **Yes not a constraint;**

Expertise

Expertise in:

- o **Technology Asset Management**
- o **Project Management**
- o **Software Development**
- o **Cross Functional Management**
- o **Incident Management**
- o **Risk Management**
- o **System Analysis & Administration**
- o **Technical Support**
- o **Team Building & Motivation**

Personal Traits

- o **Driven to succeed and excel**
- o **Innovative in thought and solutions**
- o **Committed to value for all stakeholders**
- o **Seasoned and effective communicator**

Knowledge

- o **Change Management**
- o **Strategy Planning & Execution**
- o **Performance and Productivity Improvement**

Technical Skills:

- o **Visual Studio .Net (ADO/ADO.NET, AJAX, ASP, ASP.NET), Ajax, jQuery, WCF, Entity Framework, LINQ, HTML5/HTML/XHTML, IIS, JavaScript, CSS3**
- o **SQL Server (Database Development and Administration), SSIS, SSRS**
- o **C#, VB.Net, Visual Basic Enterprise**
- o **SOA. SCRUM. AGILE**

ACADEMICS

- BE (Computer Science and Engineering) from Sethu Institute of Technology, Madurai Kamaraj University in 2000.

SKILL ENHANCEMENT SCHEDULES

Trainings Attended

- **Project Management Professional from Knowledge Woods Consulting Pvt. Ltd. Hyderabad in August 2012.**
- ITIL Foundation V.3 from NIT Bahrain Venue GUIRCO, Bahrain in 2010.
- ISO Internal Quality Management System Auditor from Info Vision Consultants Venue GUIRCO, Bahrain in 2010.

CERTIFICATIONS

- **ITIL Certified Professional ID: 251245411:**
    - ITIL-F: ITIL® Foundation (Syllabus 2011) on August 29, 2012.
- **Microsoft Certified Professional ID: 6848775:**
    - Microsoft Certified IT Professional (Database Developer SQL Server 2008) in 2009.
    - Microsoft Certified Technology Specialist (SQL Server 2008, Database Development) in 2009.
    - Microsoft Certified Technology Specialist (.NET Framework 3.5, ASP.NET Applications) in 2009.
- Cisco Certified Network Associate (Cisco Routers, ID # CSCO10443402) in 2005.
- Microsoft Certified System Engineer (Windows Server 2000 ID # 2446733) in 2002.
- Wintech Certified Software Developer (Visual Basic 6.0, SQL Server 2000) in 2000.

PROFESSIONAL MEMBERSHIP

- **Saudi Council of Engineers Id: 221264 (Jeddah, KSA).**
- **Project Management Institute Id:1598765(14 Campus Boulevard Newtown Square, PA 19073-3299 USA).**
- Emerald who's who Premiere Member (954 3rd Ave, Suite 817, New York, NY 10022-2013).

Jun'14 – Till Date	Al Faisal Medical Center	Jeddah, Kingdom of Saudi Arabia
IT Manager		

Job Description:

- Manage IT Operations for 6 polyclinics and seventh one about to launch. Al Faisal Polyclinic Kandra Jeddah, Al Faisal Polyclinic 2 Hai'l Naeem Jeddah, Al Faisal Polyclinic 3 Al Samer Jeddah, Wahat Al Shifa 1 & 2 Al Madina Al Munawwara. Wahat Al Shifa 3 Jeddah Industrial city. Wahat Al Shifa 4, Madinah upcoming.

- Manage the IT services provided to the organization - email, internet, applications, backup and security. Liaising with the internal departments on all levels to help resolve IT-related issues.

- Manage systems conversions and performance tuning and monitoring of applications/systems. To ensure the system is performing 24X7 with high performance.

- Responsible for hiring, training, evaluations, general counseling, user equipment tracking, and assisting the Operations Manager with daily tasks including taking on the Operations Managers duties in his absence.

- Establish standardized processes for development, documentation and quality assurance. Spearheaded Infrastructure Renovation and implemented system that improved reliability, enhanced efficiency and establish scalability for future growth.

Responsibilities:

- Resolve the critical issue which was ongoing over 2years which cause a downtime more than an hour during peak time.

- Restructured the obsolete infrastructure and organized daily activities which were hindering IT Team performance.

- Served as main focal point, dealt with all IT-related matters for the organization.

- Managed to lead the team of IT engineer to setup three clinics of the group which included the IT services along with Clarity PACS setup with Vendor support.

- Led team that provided production and project support for desktops, networks, telecommunications, and applications. Supported vastly different infrastructure and application environments: 300+ users in three clinic facilities located in Madina and Jeddah, 100+ users in business office and community services.

- Supervised purchasing of software/hardware and other IT supplies.

- Supervised the installations of Network, Cameras and Telephone systems in upcoming new clinic.

Apr'07 – Feb'13	**Gulf Union Insurance and Reinsurance Company**	**Salmaniyah, Kingdom of Bahrain**
Senior Software Analyst		

Job Description:

- Worked as a Senior Software Analyst for Service and Application stability initiative. This initiative was primarily aimed at identifying the pain areas in the obsolete application system due to which we had unstable applications and systems leading to business outages, revenue loss, medium and high priority incident reporting etc.

- As a part of the initiative I handled a work stream that dealt with identifying and upgrading the applications that were running on FoxPro and VB SDK's to the newer version of .Net Framework web based applications. The Program was divided in phases of redevelop and upgrades which depended on the combination of complexity of the application, its interfaces with other applications and systems, business realization and current issues with the application.

Responsibilities:

- Analyzing the applications that fall in the category that might need upgrade to a newer platform. Facilitate proof-of-concept, prototyping, interviewing/workshops for gathering requirements with the service managers, & application teams.
- Discussing and getting a sign off from the business managers and management on the upgrade phases.
- Liaising with application teams, technical architects, 3rdparty vendors and other stakeholders to understand the requirements for the upgrades.
- Liaising with technical arch and application teams to come up with a proposed solution for each application/system upgrade.
- Presenting and getting a sign off from the client for the proposed solution, estimates and timelines.
- Planning, Monitoring and managing each application upgrade project to closure.
- Regular status updates meetings with the development team to understand the progress, Risks, Issues etc.
- Regular project reporting to senior management.
- Implement mechanisms to measure, record progress, and conduct ongoing analysis of variances, risks, and changes, as well as update/revise the project plan and report status.

Projects:

- Accounts Receivable and Accounts Payable (ARAP).
- Medical Healthcare System (Medex).
- Motor Insurance System.
- Non-Motor Insurance System (Engineering, Fire, Group Life, General Accident, Marine Hull and Marine Cargo).
- Insurance Broker Application (Oryx Insurance Services).
- Insurance Clients web portal.

Achievements:

- Helped the corporate to compete in the market with advance technology tools to drive business applications.
- High cost saving to the corporate by reducing the critical application outages by migrating/upgrading some of the business critical applications.

- Helped reduce the number of medium and high priority incidents by migrating/upgrading the applications producing maximum incidents.
- Acceptance and Transition: Gain formal acceptance and sign-off of the project by the sponsor and business managers and validate that all conditions of satisfaction have been met.
- Lessons Learned and Closure Documentation: Analyze document performance in terms of variance, trend, and earned value analysis, its impact, and how the data will support any performance improvement, and facilitates the post review meeting with project stakeholders.
- Streamlined Medical claim process, introduced process improvements (Master-Box & E-Claim Process) and boosted productivity.
- Instrumental in making proposal for EDI system integration which reduces the claims handling and physical storage costs.
- Designed effective control methods for Provider Hospital frauds along with the integration of ICD 10 codes.

May'02 – Mar'07	Al Hejailan Consultants	Al-Khobar, Kingdom of Saudi Arabia
System Engineer		

Job Description:

- Worked as a System Engineer for maintaining MS-Access based Al Hejailan Invoice System Application and complete MIS coordinator also performed the IT Support activities as and when required. The system was outdated but was fully functional. Management reports were manually processed on weekly and monthly basis.
- As a part of the initiative convinced the IT Manager and Upper management the need to upgrade the system and automating other processes correlated.

Responsibilities:

- Performed requirement analysis.
- Design the N-Tier application architecture and ER.
- Developed classes as per requirement and written T-SQL, Stored Procedures, Triggers for database operations.
- Managing security of the data and ensuring accuracy of the data. Index Tuning for enhancing the performance of the database. Analyzing and monitoring system performances using DBCC Trace on commands, query plan outputs, system procedures like system utilities. Also worked SQL Management tool RedGate.
- Preparation of project schedules (Primevera 3.0) and estimations for Saudi Aramco Oil and Gas Engineering Projects, Updating work progress and maintain logs of Engineering Drawing control sheets.

Projects:

- Al Hejailan Invoice System.
- Al Hejailan Information System.