CURRICULUM VITAE

Vijay Raj Pandey
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Driving License: Valid U.A.E. Driving license

A distinguished Manager of Information Technology with expertise in diverse range of technologies within multiple industry setup. Demonstrated success in managing networking, quality assurance, internet technology. Well-organized, results oriented individual with proven ability to implement standards, procedures and processes that improve business functionality. Solid management skills, capable of leading and motivating individuals to maximize levels of productivity, while forming cohesive team environment. Exceptional communicator focused on building strong client relationship. A rising technology executive noted for cutting millions in IT expenses and driving business innovation, leveraging information security, applications, networking, operations and risk management leadership to accelerate business growth and gain competitive edge. Well known for multiplatform enterprise security, compliance and data center/ business transformation expertise.

SYNOPSIS	
	• Fourteen -year U.A.E. experience in IT Industry & Computer Networking
	• Technology Expert and Business knowledge
	• Strong management and organizational skills
	• Good at projects, financial management, and documentation
	• Ability to work in a multi-cultural environment
	• Assertive and has ability to prioritize
	• Effective communication and interpersonal skills
	• Experienced in retail, SCM, and CRM
	• Expert in (ERP) merchandising, invoicing, warehousing, logistics business processes, etc.

CAREER PATH	ORGANIZATIONS	TENURE	TITLE
	• Dives Holding (CZN Burak)	May 2023 – till date	Head of IT Manager
	• Bin Ham Group, U.A.E.	Mar 2021 – May 2023	Group IT Manager
	• AWJ Investments Co. LLC, U.A.E.	Feb 2016 – Feb 2021	Senior IT Manager
	• City Seasons Group of Hotels, U.A.E.	Oct 2009 – Jan 2016	IT Manager
	• Power Line Construction Co. UAE	Nov 2008 – Sep 2009	Asst. IT Manager
	• Vendome Plaza Hotel, U.A.E.	Dec 2006 – Oct 2008	IT Supervisor
	• Hotel Presidency India	Jan 2005 – Nov 2006	IT Officer
	• STERLITE Group of Companies	Sep 2000 – Dec 2004	Centre In-charge

EXPERTISE	✐ Network & IT Applications ✐ Data Warehousing ✐ PMS system (Opera, Fidelio) ✐ POS /Retail management ✐ CRM (Oracle/Sage/NAV) ✐ IP Telephony and Telecommunications ✐ Wired & Wireless Technology ✐ IT Budgets ✐ Remote Support	✐ Failover Solutions ✐ Client & Server Technology ✐ Backup Technology (Acronis/QNAP) ✐ Virtualizations (Hyper V, VM, Oracle Box) ✐ Network Security & PAN Testing ✐ ERP System(Oracle NetSuite) ✐ Drive Through (3M & HSE) ✐ Firewall &FortiGate, Meraki ✐ Windows Server 2016 & SQL ✐ Avaya & Yeastar Cloud PABX

AFFILIATIONS	Microsoft Certified Professional (MCP) Microsoft Certified System Administrator (MCSA) Microsoft Certified System Administrator Messaging (MCSAM) Penetration Testing & Security Analytics (PTSA) Master's in computer application(MCA)	Microsoft Certified System Engineer (MCSE) Cisco Certified Network Associate (CCNA) Advanced Diploma in Computer Programming (ADCP) Advanced Computer Diploma from College of Management and Computer Science Certificate Oracle NetSuite Administrator Certificate Oracle Database Administrator

SKILLS:
- *Excellent leadership and interpersonal skills.*
- *Exceptional understanding of assigned applications, with specialized technical knowledge.*
- *Strong organizational skills.*
- *Excellent technical knowledge in all phases of application systems.*
- *Ability to conduct software testing tools and environment essentials to run job functions.*
- *Designing and implementation of network structure to meet the highest standards.*
- *Operate malware, adware, spyware, and other dangerous cyber threats.*
- *Oracle NetSuite ERP Administration & consultation.*

EMPLOYMENT HISTORY:

Dives Holding Dubai, U.A.E.
Head of I.T. Manager from May 2023 to till date

Dives Holding is a renowned F&B, investment, and management group that designs and operates innovative concepts and popular brands, cznburak, cznburakburger, cznburakgurme, cznburkdoner, etc.

Managed and Oversaw IT Operations for Dives Holding:

- Led a team of IT professionals in the planning, implementation, and maintenance of all IT systems, infrastructure, and services across multiple subsidiaries within the holding company.
- As an accomplished Oracle NetSuite Administrator, I bring extensive experience in configuring, optimizing, and maintaining Oracle NetSuite solutions to drive operational excellence and support business growth.

- Successfully developed and executed IT strategies in alignment with business objectives, contributing to improved operational efficiency and cost-effectiveness.
- Collaborated closely with department heads to identify technology needs and priorities, ensuring that IT initiatives were synchronized with overall company goals.
- Implemented robust cybersecurity measures, including firewall enhancements, regular security audits, and employee training programs, resulting in a significant reduction in security breaches.
- Played a key role in the selection and integration of a new ERP (Oracle NetSuite) system, streamlining cross-functional workflows and enhancing data accuracy.
- Managed the company's IT budget, optimizing resource allocation and procurement processes to achieve optimal value and mitigate overspending.
- Orchestrated disaster recovery and business continuity planning, minimizing downtime risks and ensuring uninterrupted operations during unforeseen IT incidents.
- Facilitated the adoption of cloud-based services, leading to enhanced scalability, accessibility, and collaboration among remote teams.
- Spearheaded IT team development by conducting training sessions, performance evaluations, and mentoring, resulting in increased team productivity and morale.
- Stayed current with industry trends, emerging technologies, and best practices to propose innovative IT solutions that drove continuous improvement.

Key Achievements:
- Successfully migrated the company's email and collaboration platform to Microsoft 365, improving communication efficiency and reducing maintenance costs by 30%.
- Implemented automated approval workflows using Suite Flow, resulting in a 50% reduction in approval cycle times.
- Orchestrated user training sessions, improving system adoption and reducing user-related support requests by 40%.
- Developed custom insightful reports and dashboards, providing stakeholders with actionable insights for informed decision-making.
- Provide expert-level support to end-users, addressing queries, troubleshooting issues, and delivering comprehensive training to maximize system utilization.
- Ensure data security by managing user roles, permissions, and access controls, mitigating risks, and maintaining compliance with data protection regulations.
- Collaborate with cross-functional teams to integrate Oracle NetSuite with other business systems, facilitating seamless data flow and enhancing process efficiency.
- Proficient in customizing Oracle NetSuite modules to align with organizational processes and workflows, enhancing overall efficiency and user experience.
- Initiated and executed a company-wide data backup and recovery plan, safeguarding critical business information and reducing data loss risks by 90%.

BIN HAM Group Al Ain , U.A.E.
Group I.T. Manager from March 2021 to May 2023

The founding of a Bin Ham came truthful embodiment of the aspirations in supporting the march of construction and development established by the founder and leader, the late Sheikh Zayed Bin Sultan Al Nahyan, may God rest his soul, after realizing the dream of Union with the members of the Supreme Council rulers of the Emirates, which was the starting point in the establishment of a strong and modern state, based on the principles of tolerance and peace.

My responsibilities as Group IT Manager at BINHAM Group are:

- *As Head of IT, steering the entire array of IT infrastructure management activities for Head Office, Project Sites, multiple subsidiaries such as Real estate, Schools, Medical Centers, Travel Agencies etc. in adherence to the assigned business objectives of the organization.*

- *This includes tracking technology to achieve business goals, eliminating security risks, increasing user satisfaction, and maintaining operations and systems.*
- *Formulating IT Infrastructure plan & budgeting; overseeing its implementation & maintenance.*
- *Headed IT Infrastructure and Operations which is a unique and rare combination offering a 360-degree view on running a complete business.*
- *Developed information security processes and procedures as per standards and best practices.*
- *Risk Management & Agility Management (Crisis / Disaster Management)*
- *Configure and troubleshoot in-house web-based applications, CRM systems such as Oracle Customer Care & Billing, EPMS, Oracle NetSuite*
- *Ensure IT services and initiatives are aligned with business objectives. Manage the selection and delivery of new technologies to meet business needs.*
- *Directing the planning and implementation of enterprise IT systems in support of business operations to improve cost effectiveness, service quality and business excellence.*
- *Ensure security of all IT operations including infrastructures, risk management, IT audit, compliance, project management, Business continuity and MIS reporting.*
- *Managing SLAs and IT Vendors and to ensure continues service improvement and support with optimum cost.*
- *Participates and effectively contributes to the IT portfolio management practice including framework, policies, procedures, and processes.*
- *Developed, document and implement a complete Business Continuity Operations Plan (BCP), IT Disaster Recovery Plan (DRP) and IT Policies and Procedure for the company.*
- *Develop SOP for System administration and management of company's system information.*
- *Handled and Manage Network Security for endpoints and servers by deploying FortiGate Firewalls, Qualys network scanning and Symantec Endpoint Protection.*
- Expert in Storage, Unix, Linux, and Backup
- *Knowledge on S/4H conversion and S/4 HANA on-premises implementations on Power servers with HANA replication.*
- *Experience on Power Servers migration from Power 7 to Power 8*
- *End to end built of SUSE on Power Servers for Hana compliance.*
- *Management and Administration of Solaris infrastructure,*
- *Administration of IBM Power Series and worked on SUN T series,*
- *Setting up a GIT repository on-prem.*
- *Knowledge on Building and planning of Kubernetes cluster on-prem for Microservices*
- *Knowledge on Infrastructure as code using ansible.*
- *Successful DR implementation and conducting DR drills on regular intervals*
- *Administration of LPAR and LDOM virtualized infrastructure and underline hardware.*
- *Management and administration of AIX, Solaris and Linux Operating systems including Deployment and troubleshooting,*
- *Performing technical research on optimal designing for effective utilization of resources, process improvements, and technical enhancements including optimization, consolidations, and automation.*

AWJ Investments LLC Dubai, U.A.E.
Senior I.T. Manager from 25 Feb 2016 to Feb 2021

AWJ Investments is a fast-growing Food & Beverage Holding Group that explores popular Middle Eastern, Mediterranean and International flavors. Exploring global opportunities, AWJ recognizes the potential of a rapidly evolving Food & Beverage market, with the aim of acquiring and growing a brand that is internationally recognized and loved. Founded and headquartered in Dubai; AWJ set out on its culinary journey with five unique concepts – all strategically located across popular tourist and dining destinations in Dubai. Within the following five years,

My responsibilities as Senior IT Manager at AWJ are:

• Managing overall IT functions of the company including the support of 37 outlets 1000 Employees apart from the Head office & Central Production Unit and 24/7 call center in UAE, KSA, Qatar

• Strengthening the IT infrastructure through to implementing modern technologies. Responsible for hardware and software installation, maintenance and repair. Performing routine audits of systems and software.

• Manage the IT budgets and expenditure on hardware and software.

• Developing & maintaining the company IT systems, software and databases.

• Recommending and implementing improvements and efficiencies.

• Reporting to CEO. Having excellent time management, confidentiality & communication skills. Having strong IT, commercial, planning and budgeting skills.

• Management of server software and associated backup routines. To evaluate, test, advise, train and support
  I.T. related projects.

• Provide the hardware support to all the outlets including POS systems, Hardware, Network Infrastructure, Emails etc.

• Set up the entire infrastructure before the opening of new outlets.

• Ensure that the IT system is up and running always at its full efficiency.

• Ensure that network design and architecture for restaurants is optimal, with adequate redundancy. Install, operate and maintain in-house developed software programs.

Details Responsibility: Please click Here

City Seasons Al Hamra Hotel Abu Dhabi, U.A.E.
I.T. Manager from 5 Oct 2009 to Feb 2016

Formerly Al Hamra Plaza. City Seasons was established 10 years ago under the guidance of Bin Ham Group. This is one of the chain hotels managed by the City Seasons Group of Hotels.
http://www.cityseasonsabudhabi.com. I started my stint in this organization as an IT Supervisor. Through the years I climbed up to the post of the I.T. Manager. During my employment, my main responsibilities were:

• Administration of windows 2003 network environment & fiber network voice/data maintaining

  Domain controller

• Software updating, maintaining & following up on license.

• Updating & maintaining of Inventories.

• Internet and E-Mail troubleshooting.

- Maintaining daily backups of the PMS systems & user related backups.

- Administrating & troubleshooting of Opera PMS Server.

- Administrating & troubleshooting of Micros –9700.

- Administrating & troubleshooting of Micros – Fidelio material control server

- Administrating & troubleshooting of Interactive TV server

- Administrating & troubleshooting of Employee PAYTRAX server,

- Administrating & troubleshooting of NET ACCESS server Meta frame citric web
  Presentation server,

- Responsible for Project Management, IT Infrastructure, design and network security
- Wi-Fi Access point configuration and installation
- Ensure 24 hours Wi-Fi availability for Hotel guests
- IP Cameras and CCTV configuration under newly construction project
- Cyber roam Firewall Configuration and implementation
- Attendance system maintenance on figure prints for company employees to check in on
  door to door access system
- Design, Configure and implementation of Racks, Routers, Manageable and non-manageable
  Switch
- Maintenance of Accounting and ERP systems (PMS, Tally) for hotels
- Taking and resolving issues with desktop computers and peripherals
- Management of windows server 2003/2008, active directories
- Applying operating system updates, patches, and configuration changes
- FTP maintenance and updates as per user requirement and user rights on ADs
- Keep update to date and maintaining ESET NOD32 Anti-virus Server & Cisco AMP, updating antivirus
  Signature database remotely automatically
- Proper documentation of the work I've done to resolve the issue (so as to speed the repair
  of others or identify trends and issues with hardware and software)
- Managing & maintaining various types of Network Devices in Local Area Network
- HP and DELL (power edge) server maintenance and backup
- Performing backups of financial systems and servers using
- Installation and implementation of Virtual Machines and VMWare Workstation's
- Managing & Maintaining Desktop clients in Production area as well as System hardware issues
  and Operating Systems
- Trouble shooting and Maintenance of Server's (HP, IBM, DELL)
- Monitoring and updating Windows service packs, patches, hot fixes and Vulnerability
- Patch Management and Virus Management
- Creating, Configuring, Managing and troubleshooting Group Policy objects
- Backup & Restoration of SQL Databases and File systems using ARC Server backup
- Monitoring WAN links and data communication equipment's
- Periodic vulnerability assessment using Microsoft Baseline Security Analyzer
- Maintaining backup of System State
- Creating, Configuring, Managing and troubleshooting Of Routing and Remote Access Server
- Providing support to operators and Level 1 Engineers

- Coordinating with BSNL personals to resolve connectivity issues
- Coordinating with vendors regarding server related issues

Power Line Gulf Construction LLC Al Qouz Dubai, U.A.E.
Asst. I.T. Manager from 26 Nov 2008 to 30 Sep 2009

Responsibility for Technical Services consists of Network infrastructure, including Wide-Area Networking and dial-up connectivity. Also had responsibility for User Services, which consisted of user support, help desk, telephone support, network security, electronic mail, and network administration. Managed the design of LAN/WAN consisting of 10BaseT & 100BaseT, FDDI, Frame-relay and ATM networks for a large national WAN. Apart from these, following were added to my load:

- Managing Accesses Control & Staff Attendance
- Microsoft Exchange server (Active Directory)
- Firewall Management Sonic Wall Device
- Blackberry Server
- Presentation & P.Q.
- Web Page Designing & Updating
- ERP solutions
- Telephone Call billing & Tracking
- Hand punch Machine Maintaining & Attendance Reporting
- Internal Email Configuration
- Complete Network solutions Wire & Wireless
- Server & backup server Management
- Print Server & Plotter
- Fax Control System
- Document management Service
- IP Camera Management

VANDOME PLAZA HOTEL Deira, Dubai, U.A.E
I.T. In-Charge from 1 Dec 2006 to 25 Nov 2008

- Responsible of day to day activities.
- Sometimes making suggestions for improvements to current process or system inventory.
- Providing direction of assigned staff to meet new system development and user requests.
- Takes initiative and participates in IT strategic planning process.
- Responsible for classes and trainings offered in support of assigned business systems.
- Works on projects, as assigned.
- Supervised IT personnel.
- Exchange Server Management.
- Managing Accesses Control & Staff Attendance.
- Microsoft Exchange server (Active Directory).
- Telephone Call billing & Tracking.
- Outlook Email Configuration.
- Complete Network solutions Wire & Wireless.
- Server & backup server Management.

- Print Server Management wire and wireless.
- Internet Security and Proxy Server.
- Analyzing of Network for better Performance.

Hotel Presidency Allahabad, India
Network & Hardware Engineer from Jan 2005 to 10 Nov 2006

- Resolved problems, queries, emergencies and complaints affecting quality or availability
of services.
- Monitored and recommended standards for software and hardware.
- Responded to technical, sensitive or complex inquires or service complaints.
- Planned and coordinated the installation of software, hardware and data communication updates and
  enhancements.
- Suggested future directions or new IT projects. Properly managed assigned areas for system security,
access involving external and internal access and recovery standards and procedures.
- Interfaced with third party technical support vendors and support personnel.
- Provided technical advice to IT staff and other departments on software, system, hardware, and data
  communication.
- Performed other duties as assigned.

STERLITE Group of Companies Mumbai, India
Centre-In-Charge from Sep 1999 to Dec 2006

- Looking after computer centers based in Allahabad as Centre-in-Charge.

- Reporting to Zonal Office and Head Office.

- Preparing Budget, Develop Plan and Design Strategies.

- Optimum utilization of resources to run the centers efficiently.

- Conducting meeting of all the Faculties on monthly basis.

- Follow-up of all the Centre's activities for monitoring and controlling.

CREDENTIALS:
- GFI Fax Server Administration
- Domain & Active Directory Server Management
- BlackBerry Server Administration
- ERP Solutions (NetSuite, Sage, SCM, Microsoft Dynamics NAV,)
- CCTV & IP Monitoring, Access Control System
- Tiger TMS/Alcatel /AVAYA/NEC (Telephone Billing System)
- Biometrics Integration /Payroll System & Reporting
- DMS (Document Management System)
- Video & Audio Conferencing (Webex)
- Cloud Backup & Remote Backup Solutions
- Streaming Server 2012 r2 Administration
- Hyper-V Server Administration
- DHCP & DNS server Administration
- Drive through Ordering System for Food Truck
- I Connect POS & Delivery System / Dine Plan POS system

TECHNICAL SKILLS:

- OS: AIX, Linux (SLES/REDHAT), VIOS
- High Availability: POWER HA, Pacemaker
- Automation: ANSIBLE
- Version Control Tools: GIT
- Scripting: Shell-scripting
- Container Technologies Kubernetes, Docker, Podman
- Management Console: Power-VC, HMC
- Monitoring: STOR2RRD, LPAR2RRD, NJMON
- Backup: Spectrum Protect (TSM)
- Cloud Services: AWS (EC2, S3, CloudWatch, RDS, EKS, IAM)

PROFILE:
Date of Birth: 15 July 1981
Language Known: English, Hindi, Urdu & Basic Arabic
Passport Number: **P 8066405**
Visa Status: Employment

Hobbies: Playing Chess, Reading, Tech savvy.

[Vijay Raj Pandey]

Detailed Responsibility in Awj Investments LLC.

1: Firewall Security & administration
2: Email security (CESA
3: Endpoint Security
4: Servers Backup & Disaster recovery
5: User Data Backup & Online Email backup
6: Active Directory Managements
7: Azure Active directory Administration
8: Microsoft Online Exchange (Office 365)
9: GPS Navigation system for Driver
10: Mastermind for Call Centre Delivery application
11: Mastermind for Point of sales system
12: Project Management system
13: IT Infrastructure for Restaurants (Data, Camera, Audio, VPN, Fiber optic,)
14: Social Media Gateway for Wireless User (Guest) captive portal
15: Penetration testing tools managements
16: Wireless Hacking & Penetration Testing (White, Grey, Black Box)
17: Server Virtualizations
18: DHCP /DNS server administrations
19: ERP (Microsoft Dynamics NAV/AX/365, Sage 300) implementation
20: Restaurant Enterprise Solution (RES), formerly 3700 (Micros)
21: Cisco IP Telephony
22: Oracle Hospitality for Food and Beverage—Inventory Management
23: Oracle Hospitality for Hotels—Materials Control
24: WebEx Meeting Support (Spark)
    25: Cisco CES Security of office
                                    365
26: Cisco CES Advance malware Protection support
27: Core Switch -Cisco 3650 administration
28: Cisco Meraki MR42 cloud management
29: Imagicle Call Accounting System
30: Tiger Call Accounting
31: Telephone System (Avaya, NEC, Cisco, Panasonic, Alcatel)
32: Cisco Voice Call Manager
33: Jabber for (iOS, Android, Windows, Mac)
34: Cisco IP Phone support (8831, 8800, 8851, 7841)
35: Ubiquity Network Administration (Wireless & P2P)
36: Posera's Maitre'D POS Administration
37: Reserveout Table Management system
38: iMac OS Support (All iOS device)
39: SMS Manager Administration/Bulk Email
40: FTP Administration (FileZilla, CoreFTP, Batchsync FTPS)
50: Microsoft Business Intelligent Reporting   / Microsoft Jet Reports
51: Domain Administration Hosting (Bluehost, GoDaddy, Tasjeel, Instra)
52: Camera Surveillance Administration
53: Data Recovery (EaseUS)
54: Franconnect (Franchisee Administration)
55: DMS (Document management system) Open bee
56: Manage My Calls Etisalat System
57: Office 365 Office Application administration (Outlook, Word, Excel, PPT)
58: Kali Linux Administration

59: payTRAX (Human Resource System) & payroll Administration
60: Ready Desk Administration V9.5
61: Sharp Printer Server Administration
62: Tally ERP 9.0 administration
63: Integration POS to ERP
64: KDS & Printer Managements
65: Avaya Integration for Call Centre System
66: Web designing skills (Intermediate level)
67: Assets Tagging system with Barcode
68: Digital Menu with Content Manger
69: Drive Through System Administration
70: Centralized Call Center Management
71: Micros Service Delivery
72: Business continuity Planning Support
73: Process Automation
74: IT Security Policy
75: Concept Data warehouse
76: Cloud Backup & offline backup solution
77: QNAP Centralize backup management
78: SSL Certificate & self-signed certificate creation
79: Payment Gateway Integration with Mobile & web application.
80: Video and Audio-Conferencing setup Cisco
81: Centralize Meeting room booking setup with CONDECO
82: Wireless Screen presenter with WEPRESENT for Meetings
83: Automated Photobooth setup for Restaurants
84: Desktop Administration (Windows, iOS, Linux, Ubuntu, DOS)
85: POS LS Retails administrations