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| **Liju MK** |  |

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| G:\liju.jpg**Phone Contact**+91- 9074219114**E-mail id**lijumk@gmail.com**Current city**Dubai, UAE**Certifications** (Microsoft id: 10572841) (Red Hat id:130-199-110) (Cisco id: CSCO11011691)1. **Microsoft Azure** Administrator (AZ-104)-Waiting for Exam
2. **MCITP**(Microsoft Certified IT Professional)
3. **MCTS**(Microsoft Certified Technology Specialist)
4. **MCP** (Microsoft Certified Professional)
5. **RHCSA** ( Red Hat Certified System Administrator
6. **C.C.N.A**
7. **ITIL4 Certified**

**Personal Details**Date of birth : 16/04/1984Nationality : Indian Marital Status : MarriedLanguages known: English  Hindi MalayalamDriving License: Holding valid **UAE driving license** |  | **Results-driven IT Professional – Seeking lead role with a professional organization** **PROFILE** Professional IT Manager with above average critical thinking skills, time management skills and organizational skills. Partner effectively with team and clients to isolate technology gaps and increase productivity through innovative systems implementation **EMPLOYMENT HISTORY****Papa John’s Pizza the Netherlands*****IT Manager*** *-Consultant May 2021-Present***Papa John’s** is an American Pizza Company spread across 5,000 locations in 44 countries and territories around the world* Leading the implementation of new ERP software.
* Providing IT Applications software support & Helpdesk support to restaurants in the Netherlands
* Managing day to day activities of the team; developing and timeline to achieve organisational goals.
* Application Support - provide primary support by dealing with user requests and responding to all stores and stakeholder’s queries regarding the systems.
* Providing technical support & Configuration of POS application and updating/modifying the POS menu items and prices as per requirements.
* Handle day-to-day operational issues for various Stores.
* Continuous improvement of support procedures, tools, and runtime environment
* Interact with various internal IT support functions to troubleshoot and resolve complex problems
* Liaising with vendors as required
* Log and track issues ensuring our stakeholders are kept aware of the progress
* Project Management, as well as time management, is the key to this role.
* Having full responsibility for asset management is part of this role
* Lead large IT projects, including the design and deployment of new IT systems and services
* Monitor performance of information technology systems to determine cost and productivity levels, and to make recommendations for improving the IT infrastructure
* Help define IT infrastructure strategy, architecture, and processes
* Analyse business requirements by partnering with key stakeholders across the organization to develop solutions for IT needs
* Assess vendors and develop test strategies for new hardware and software
* Troubleshoot hardware and software issues to ensure business continuity

cid:image003.jpg@01D21FC6.A0E53FD0**Wakira Investments LLC** ***IT Manager*** *Sep 2018-April 2021***Wakira Investments** is a Dubai based food investment company that owns restaurants (**Kulcha King, Nom Nom Asia, El Greco**) **Ghinwa Cafe** and **SDG** **Catering** company* Managing IT Department for UAE catering 16 stores, Central Kitchen, Call center and Corporate office
* Successfully implemented the ERP System (**MS Dynamics NAV** and **LS Retail)** in the organization and rolled out at different departments: Restaurant Operations, Call center, Finance, Procurement, Central Production Kitchen, Marketing and Warehouse.
* Troubleshooting the day to day functional and technical issues to ensure business continuity.
* Managing Domain Server, Active Directory and Mail Management, CCTV systems, User management / rights and configuring System
* Providing end user training for the team on LS NAV and other new technologies which is implementing in the organization.
* Allocating the budgets for every financial year & spend minimal to the projects effectively with the limited budgets.
* Evaluate and implement changes to existing policies and procedures, defining new policies to match with future business expansion objectives
* Rendering support to POS system in stores including remote administration for daily updates and consolidation of data
* Contributing to business expansion by supporting the IT Projects in new locations.
* Administering call center infrastructure, IP telephony, installing and configuring new phones and soft phones.
* Interact with vendors and other stakeholders for effectively resolving infrastructural, service and maintenance related issues leading to enhanced system uptime
* Define/implement IT policies & strategies encompassing architecture, security, disaster recovery, standards, purchasing and service provisions aimed at maintaining seamless IT operations
* Participate in negotiation & administration of supplier contracts and service agreements based on business as well as operational requirements
* Researching new technology and implement it or recommend its implementation to the management. In charge of implementation of new technologies right from procurement stage to project active stage
* Maintaining IT Records (Inventory, Purchase, Business Expansion documents) for audit review

**First Food Services LLC (Olayan Food Division)**C:\Users\Liju\Desktop\2000px-Burger_King_Logo.svg.png C:\Users\Liju\Desktop\logo.png C:\Users\Liju\Desktop\Buffalo_Wild_Wings.svg.png***IT Engineer*** *Aug 2012 –Sep 2018***FIRST FOOD SERVICES is** a leading international franchiser for world’s most recognized retail brands including **Burger King, Texas Chicken and Buffalo Wild** **Wings** across UAE, Oman, Saudi Arabia, Egypt and Morocco* Configure, maintain and managing servers, system, network and hardware equipment in corporate office. Providing desktop and server administrative support for corporate office staff including data backup, file recovery, software installation upgrades, communication troubleshooting, server upgradation and maintenance.
* I have good hands-on experience with different bands of **Point of Sale**(**POS**) systems(NCR,Radiant,IBM,PAR) and NCR **Aloha** POS solution(both quick service and fine dining table service restaurants)
* **Working as IT projects lead for new opening projects of retail outlets in UAE and Oman**: designing the IT structure, configuring the POS system, Kitchen videos, aloha back office PC, coordinating with our development team and sub-contractors .
* **Programming** new products in aloha system, **programming new** **buttons** in aloha, and **updating recipes** in ISP and replicate to all stores before new promotion/products launching date.
* Good working knowledge of **Digital Menu Boards** , **Order** **Confirmation Display** (OCD) units, **CCTV** and **Drive Through** systems
* **Supporting call center and home delivery system**
* Supervise **data** **flow process (sales, inventory, material requests)** from retail stores to corporate office and ensure smooth compilation for business activities.
* Configure and manage **Active Directory, Exchange Server, DNS, DHCP, VPN server, Antivirus, Enterprise backup solutions, Router,** **Access Points** and change configuration based on corporate requirements and documentation.
* Supervised purchasing of software/hardware and other IT supplies.

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| **Integrated Gas Services LLC(Sergas Group)**  | C:\Users\Liju\Desktop\logo (1).png |
| ***IT Administrator*** | Aug 2007 – July 2012 |

* As IT administrator I was responsible for providing support for users in head office and branch offices in Sharjah, Fujairah and Muscat.
* Administration of Windows 2003, 2008 servers and client computers in the domain.
* Troubleshooting and maintenance of MS Exchange Server 2007 and managing user mail accounts in the company
* Supporting ERP system in the company and troubleshooting and maintenance of other in-house softwares(LPG software , SMS system)
* Maintain router, firewall, access point, switches and change the configuration according to company requirement.
* Providing desktop and administrative support including data backup, file recovery, software installation, upgrades, antivirus updation and maintaining all computers and laptops in good condition
* Responsible for maintaining IT department as per the recommendations of ISO quality manual.

**PROFESSIONAL SKILLS*** Excellent skills in different POS systems and hospitality solutions
* Professional in **Windows Domain Servers, MAC, Linux platforms, Exchange Servers, SQL Server,Power BI Reporting Tool, Cloud Platforms.**
* Hands on experience in virtual environment-**Hyper-V, VMware, Backup solutions (Acronics, Veritas), Managed WIFI and Antivirus system**
* Hands on experience with different series of firewalls: **Fortinet**, **SonicWALL** and **managed switches**, I**P Telephony** Systems

**EDUCATIONAL PROFILE:**Course Title Year of passing**Polytechnic Diploma in Computer Engineering (3 years)** 2005Board of Technical Education, Kerala State**Higher Secondary School (12th )** 2002Kerala Board of Secondary Education, Kerala State.**S.S.L.C (10th)** 2000Kerala Board of Secondary Education, Kerala State.*I hereby declare that all the above information is true and fair.* **Place: Alleppey****Date : 14/09/2021 Liju MK** |