**MOHAMMAD AFTAB**
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## Summary

I have 10+ years of experience in IT strategy & operations managing IT infrastructure Servers, Desktops, Network devices, Network (Wired & Wireless) and PMS in a hospitality Industry. I am an expert of Information Systems Department – Hospitality Technology Data Center.

Specialties: A competent and result-driven IT Professional with very strong expertise in Luxury Hotels.

## Academic Qualifications

- **B Tech**: Computer Science Engineering from Techno NJR, Udaipur, batch 2013 with **62.10%.**
- **HSC**:  Science Mathematics from Senior Secondary School, Raj, batch 2009 with **66.62%.**
- **SSC**: Matriculation from GANDHI SEVA SADAN School, Raj, batch 2007 with **65.12%.**

## Academic Achievements – Project

**1)** Project Title:  **Hotel Network Management**
Venue:  Techno India NJR Institute of Technology, Udaipur.
Network Devices:  Router, Switch, System.
Abstract:  This project builds to make Hotel network design used for computer network and communication.

**2)** Project Title:  **Campus Area Network**
Venue:  Network Bulls Institute of Networking, Gurgaon, Haryana.
Network Devices:  Router, switch, System.
Abstract:  This project builds to make communication between local and global network.

**3)** Project Title:  **Wireless Network Project**
Venue:  The LEELA Palace, Udaipur.
Network Devices:  NOMADIX XG8000, ZoneController ZD3000, L-3 Switches,
Abstract:  This project builds to make communication between local and global network.

## Experience

**Manager – Information Technology**
Taj Lake Palace
Sep 2021 – Present at Udaipur, India

**In Taj Lake Palace, Udaipur, I got following Exposure:**

- Managing technical support calls through Manage Engine Portal of all hotel Users, Troubleshooting Active Directory replication problems.

- Experience in Windows server 2019, 2022 and Windows 10Pro/11 Workstations.

- **OPERA CLOUD V25.1.2.0** PMS Application for Hotel's operation system.

- ShawMan POSULTRA PLUS application for Point-Of Sale system.

- VingCard VISION software application for Door Locking Systems & key card.

- Endpoint Central For Inventory Management, NOMADIX Internet Interface for Integration.

- Atempo LINA V7.0.3 application for Server & Client Backup.

- **SAP** HANA for Procurement & Crowdstrike Antivirus for Endpoint security.

- FCS Call Billing Software and Interfaces of FCS OPERA.

### Asst. Manager – Information Technology
Ramada Udaipur Resort & Spa
Jan 2020 – Sep 2021 at Udaipur, India

**In Ramada Udaipur, I got following Exposure:**

- Managing technical support calls of all hotel users & Guest, Troubleshooting Active Directory replication problems, Active Directory user's management.

- Experience in Windows 2012 and Windows 7/8.1/10 pro Workstations.

- IDS Next Application for All Hotel's operation system.

- ONITY software application for Door Locking Systems & key card.

- 24-Online Internet Interface for Integration.

- NEC NEAX 2000 IPS EPABX System.

### IT EXECUTIVE– Information Technology
The FERN Residency
Oct 2018–Jan 2020 at Jaipur, India

**In The FERN, I got following Exposure:**

- Managing technical support calls of all hotel users & Guest, Troubleshooting Active Directory replication problems, Active Directory user's management.

- Experience in Windows 2012 & 2008 Server and Windows 7/8.1 Workstations.

- INNKEY PMS Application for ALL Hotel's operation system.

- VISION software application for Door Locking Systems & key card.

- 24-Online Internet Interface for Integration.

- Symantec Backup Exec 12.5 Tape Drive backup application.

- ALCATEL OXO EPABX System.

### SR. ENGINEER – Information Technology
Wipro InfoTech, RA Mine
March 2017 – July 2018, Bhilwara, India

**In Wipro InfoTech, I got following Exposure:**

- Site Manager – Technical Operation and restructuring Network, Computer, Hardware, Server, Hardware & Software Up gradation, procurement of IT Equipment, consulting IT equipment.

- Pre-Opening IT set-up at RA Mine, IT Project planning, designing & implementation, Analyze and recommend changes to the infrastructure and vendor systems based on issues and potential issues.

- Installation & Maintenance of all type of Hardware i.e. computer, Laser printer, Scanner, Server, Client and Network Equipment.

- Tier-3 team engagements based on requirement, Adheres to proper escalation policies keeping severity levels accurate and management aware of high priority issues, Follows the correct troubleshooting guidelines to ensure proper and timely resolution.

- SAP Technology software for Material Management Systems.

- Experience in Windows 2016 Server and Windows 10 pro Workstation, Installation & Trouble Shooting of Office 365 & Office 2016, VPN Tool kit and other software.

- Configuration and Management of Cisco 1941 series router Cisco Catalyst 2950-X Series switches and Unifi Access points.

### IT OFFICER – Information Technology
The LEELA Palace, Hotels & Resorts
March 2014– September 2015, Udaipur, India

**In The LEELA Palace, I got following Exposure:**

- Micros OPERA v5.2 Application PMS Various Modules Like Reservations, Front Desk, Housekeeping, and Cashiering.

- Query & Analysis software Vision Installation and creating summary reports.

- OPERA Configuration Report set-up, Period Definition and module, User Set-up and rights, Reports of OPERA using Report builder.

- Interfaces of OPERA OXI and ORS, Understanding of T-Codes, Rate-Codes, Packages-Codes.

- Domain Controller Configuration and Management of domain users and domain policies Management of Email Server (LOGIX).

- Point-Of-Sale Installation of PROLOGIC TOUCHE client, User set-up and rights.

- Basic operations of TOUCHE POS, Linking of Menu items with headers, Updating TAX and other headers, Icon Creation in TOUCHE, KOT firing configuration.

- Accounting, Payroll and Fixed Asset – ALIF Systems (BOSS, PRISM, STAR).

- E-Door Lock System (Messerschmitt) – Creating keys, Generating Door Logs, Backup.

- Complaint Management System – Know cross Triton v2.5 (Triton server).

- SPASOFT software used by E-SPA (User set-up and rights).

- Basic Configuration of Telephone Exchange (Siemens) that comes under day to day usage, FCS Voice and Call Billing Software and Interface with Siemens.

- Firewall Configuration SONIC Wall NSA 220 and FIREBOX XE 550.

### IT INTERN – Information Technology
The LEELA Palace, Hotels & Resorts
November 2013 – February 2014, Udaipur, India

- Hands-on Experience on HP-2530 Switches and HP Core Switch 5400 Configuration, Ethernet and Fiber Technology, Network Troubleshooting, VLAN Configuration, Multimode fiber Technology.

- Configuration and Management of NOMADIX Gateway XG8000 built in Web server, Ruckus Zone Controller ZD3000.

- Hands-on Experience of Ruckus Access Points and Ruckus ZoneDirector 3000, Ruckus ZONEFLEX Outdoor Access points 7762 and Indoor Access points 7343, 7341.

## Other Technical Skills

- Ensure 100 percent up time for Wi-Fi network in 83 rooms, Business centre, Banquets, Restaurants and public places, Micros Symphony, Micro 3700, 9700, Material control, R&A.

- Budgeted Management– Budgeting and controlling spend in line with department budget, ensure all IT infrastructures documented with supporting management procedures.

- Policy Management– Responsible for maintenance of policies, procedures and standards of department, Infrastructure and systems, contributing to policies and direction in multiple areas.

- People Management– Coaching and developing team of employees ensuring that each role maximized and giving feedback when required.

## Professional Development

- **CCNA**
- **CCNP- Routing and Switching**
- Hands on experience of configuring and troubleshooting ROUTING PROTOCOLS like (RIP, EIGRP, OSPF and BGP)
- Hands on experience SWITCHING (Inter-VLAN Routing, STP, RSTP, PVST+, MSTP, VLAN, VTP, ETHER-CHANNEL, TRUNKING etc.)
- Implementing switching with redundancy and load balancing through HSRP, VRRP, and GLBP.
- Implementing ROUTE-REDISTRIBUTION and ROUTE FILTERING based policy routing.
- Implementing Layer-2 protocols like HDLC, Ethernet and Frame-Relay like Point-to-Point, Multipoint etc.
- Implementing DHCP, DNS on devices to allow for network management.
- Comprehensive understanding of networking concepts pertaining to LAN, WAN, Network security, IT Communication, WAN Protocols, Networking Devices Administration and Maintenance.
- Fair understanding of Network Design, Configuring and troubleshooting DNS, DHCP operating systems.

## Strength

- Hard Working is my promise.
- Sense of Responsibility, Quick learner and honest Attitude towards job.
- I believe in quality Work, Self-Motivated and confident.
- I have an Attitude of learning and implementing new ideas and interpersonal Skills.

## Hobbies

- Internet Surfing.

- Cricket for Physical/Mental/Social bonding.

- Travelling and Viewing Sites.

## Personal Details

- Date of Birth : 9th Nov 1991
- Sex : Male
- Father : Mr. Farookh Sheikh (Technician in Doordarshan)
- Mother : Mrs. Shaheen (Housemaker)

- Spouse : Sana Subha

- Brother : Mohammed Akram (Accountant)

- Languages : English, Hindi, Urdu

- Marital Status : Married, Spouse & Two Children
- Passport : Holding valid passport

## Declaration

I hereby declare that all the information furnished above is true to the best of my knowledge and belief.

**Mohammad Aftab**