



ARUN JACOB KOSHY

Senior IT Operations Engineer

P.O.BOX 686 ,Dubai



Arun.Jacob.koshy@gmail.com



+971 50 81 75343

KEY SKILLS

- ▶ Ability to work in a fast-paced, changing environment.
- ▶ Motivated and committed to excellence.
- ▶ Confident and hardworking with a positive attitude.
- ▶ Good communication and interpersonal skills.
- ▶ Ability to lead projects
- ▶ Adaptable to the enhanced atmosphere.
- ▶ Excellent writing and communication in English



SENIOR IT SUPPORT ENGINEER

Solutions-focused Senior IT professional with 10+ years of experience in Infrastructure Management and IT Support. Working with Emirates Group IT, Dubai. Present job posting involves Incident Management and Onsite\Second level support for the IT Infrastructure. Major part of the job profile involves restoration of normal IT service operations within agreed service levels and business priorities and minimize the adverse impact of IT related incidents on business operations. Also focuses on complex incident resolution as well as restoration of services for critical applications. Skilled in global relations and in dealing with diverse cultures. Have knowledge in systems support at the Airport and Cargo facilities.



CAREER OBJECTIVE

To work in learning and challenging environment, utilizing my skill and knowledge to be the best of my abilities and contribute positively to my personal growth as well as growth of the organization.



PROFESSIONAL EXPERIENCE

Emirates Group – Dubai, U.A.E.

Senior IT Operations Engineer (June 2012 –Present)

Evergreen General Maintenance Company – Abu Dhabi– U.A.E.

IT Engineer (June 2010 – May 2012)

The Windsor Castle Hotel - Kerala, India

IT Administrator (May 2005-May 2010)



TECHNICAL KNOWLEDGE

- ▶ **Cert Prep: Certified Scrum Master**
- ▶ **CCNA** (Cisco Certified Network Associate).
- ▶ **MCSA** (Microsoft Certified System Administrator).
- ▶ **Cert Prep: Network ITIL 4 Foundation**
- ▶ **IT Service Desk: Management Fundamentals**
- ▶ **Dlink IP Camera**



Educational Qualification

- ▶ **M.B.A. (Master of Business Administration)** from the Sikkim Manipal University, India in 2010.
- ▶ **M.Sc IT (Master of Science)** from Perriysr University, India in 2005

ACHIVEMENTS:

Awarded for the promising efforts given to achieving the excellent expectation and maintaining the standards.

Have taken special initiatives like taking escalation calls. And De-escalated the calls and providing the correct resolutions to customers.

Have a part of case management team. A self-initiative to correct the floor hygiene and increase correct case documentation.

Handled all kind of customers with various issues.

COMPETENCIES

Experience in different domains of Information Technology.

Specialised in areas like Infrastructure Support , Incident management, Service Management and Onsite Operations.

Airline System Support.

End User Training and Support.

IT Asset Management and Tracking

Excellent knowledge in Windows Operating Systems

Remote Administration and Management of Systems.

Efficient Communication Capabilities

Experienced in handling International & local clients in on-site and off-shore contexts



DETAILED EXPERIENCE

Organization: Emirates Group - Dubai ,UAE.

Period: June 2012 –Present

Position: Senior IT Operations Engineer



JOB PROFILE

- ▶ Analyse reported incident and provide solutions to the users enabling them to resume their work with minimum disruption as per agreed SLOs. To complete IT service requests as per agreed SLO & to work towards resolution of incidents across various technologies.
- ▶ Implementing methodological approach that often results in the identification, communication and resolution of service issues before it impacts an airport's critical services.
- ▶ Provide quick fixes/workarounds/solutions to be updated in the Known Error database to Problem Management Team. To identify recurring problem areas and to articulate trends for root cause analysis. To liaise with problem management to give a more permanent problem resolution.
- ▶ Proactively identify and highlight issues, to reduce the possibility of system downtime for users. Implement proactive maintenance on peripheral devices on a recurring schedule to eliminate possible incidents and minimize possible impacts on customers. To review and oversee the maintenance of service, support and documentation standards and procedures on an ongoing basis.
- ▶ Ensure that the team maintain and control in auditable manner all transactions relating to receipt, storage, issue, return and re-issue of computer and server equipment.
- ▶ Identify recurring problem areas, articulating trends for root cause analysis and providing information to problem management. Ensure that assigned problems are defined and analysis in line with the Problem Management Process. Ensure that solutions to problems meet the architectural standards within the technology area and impact to the business is minimized.
- ▶ Act as an interface with different technical teams, applications teams and Customer support team and dissipate the solutions required for all incident management and service request for all assigned business areas.



Key Projects

- Initial IT infrastructure deployment for Dubai Airport Concourse A and Al Maktoum International Airport (DWC).
- Successfully delivering 500+ PDA's, 200+ HP Tablets for different dnata & Marhaba projects.
- Successfully implemented migration of vMuse machines across Dubai Airports Terminal 1,Concourse C and Al Maktoum International Airport.
- Completed new counter setups for Emirates Airline in Terminal 3 which involved round the clock coordination with Airport Authority and Emirates IT. Also involved in various other major moves and office/building setups for both Emirates as well as dnata operations.
- Migration from Windows XP /Windows 7/Windows 10 across the Business Units after successful testing of various airline related applications and concerned drivers for the various devices used (Scanners, Boarding Tag Printers, and Boarding Pass Printers).
- Successfully segregating BU's with respect to Desktop and Network infrastructure.

SKILLS

Able to work independently,
Manage time efficiently,
Prioritization.
Quickly learn new
technologies.
Team player.
Virtual working capabilities,
Willingness to explore new
technologies.
Yearning to learn more about
computers communications
systems, and technology

Summary

A technocrat with nearly 15+ years
of experience in Project
Management and Operations
Management.

Efficient in Business Development
Planning.

Proficient in working on Agile
Development Model to optimize
the Project Management Life
Cycle.

Deft in developing a particular
team to execute the project.

High-level understanding of
modern concepts of end-to-end
project planning and
implementation from scope
management, to activity
sequencing, effort and cost
estimation, risk analysis to quality
management.

An effective communicator with
relationship management skills
with the ability to relate to people
at any level of business and
management across the globe.

Experienced in handling
international/local clients in on-site
and off-shore contexts

- Produced various detailed training/FAQs documentation which aided both new systems installation as well as existing systems, that was distributed to fellow staff members.
- Migrated dnata load control offices to windows 10. this business unit was 24x7 operational. The migration was completed during operational hours with out any impact to business.
- Migration of executive users from On-Premise Exchange mailbox to Office365.
- Migration of users from Windows 7 to Windows 10 OS after successful testing of various airline related applications and concerned drivers for the various devices used.

RESPONSIBILITIES

- Coordination with major airline support other than Emirates.
- Research and identify solutions to software and hardware issues.
- Diagnose and troubleshoot technical issues, including account setup and network configuration.
- Ask customers targeted questions to quickly understand the root of the problem.
- Track computer system issues through to resolution, within agreed time limits.
- Properly escalate unresolved issues to appropriate internal teams.
- Refer to internal database or external resources to provide accurate tech solutions.



DETAILED EXPERIENCE

Organization: Evergreen General Maintenance Company –
Abu Dhabi– U.A.E.
Period: June 2010 Till May 2012
Position : IT Engineer



JOB PROFILE

- Responsible for Active Directory users and groups management and troubleshooting associated replication problems.
- Actively involved in Group Policy deployment and the administration of DNS, DHCP and WINS as well as remote administration of servers to facilitate the resolution of problems relating to Windows operating systems.
- Fully accountable for the management of server shares and printers and the maintenance of HP enclosure and servers environment
- Installed software, patching, upgrading and maintenance of operating system.
- Installed, upgraded and maintenance of server hardware components as per requirement.
- Responsible for supervision of backup and disaster recovery operations.

CORE COMPETENCIES

- ▶ Managing the requirement gathering, system analysis and finalization of technical / functional specifications in On-site Off-shore coordination.
- ▶ Team Leader for IT infrastructure deployment in major projects like Dubai Airport Terminal 3, Cargo Mega Terminal etc.
- ▶ Managing and supporting IT operations at various sites of Emirates Group, like airports and corporate offices.
- ▶ Supporting MACS/MARS- The Reservation and Check-in system of Emirates Airlines
- ▶ Coordination with major airline support other than Emirates.

Training

- ▶ Undergone exhaustive trainings in different **Cisco switches/routers**.
- ▶ Exhaustive trainings on **site specific equipment /devices** used in Hotel.



Organization: The Windsor Castle Hotel – Kerala, India
Period: May 2005 Till May 2010
Position: IT Administrator



JOB PROFILE

- Solving all types of technical problems related to hardware & Networking **i.e.**, Installation of operating systems, software installation, drivers installation, troubleshooting, backup, solving internet & LAN problems Install and configure Network printers, Managing files and implementation of data.
- Implement Network connectivity and managing clients.
- Supporting Desktops, Laptops, Printers, Tablets, smart telephones and Network.
- Ensure that resources are ready with all required supplies
- Installation and configuration O/S and updates applications, patches, Antivirus and 3rd party software's.
- Setting up of Brand New laptops, Desktop, Printers, scanners.
- Active Directory Maintenance and User Administration (Exchange 2003).
- Providing support for Symantec consumer products (Norton 360, Norton Antivirus and Norton Internet Security).



CORE COMPETENCIES

- ▶ Provided onsite service and support as per requirement.
- ▶ Installation, Configuration and Management of various Windows based system and workstations including Scheduled site data backup management.
- ▶ Management and support of day to day IT operations.

Personal Details

- ▶ Name : Arun Jacob Koshy
- ▶ Date of Birth : 28th December 1982
- ▶ Marital status : Married
- ▶ Nationality : Indian
- ▶ Valid U.A.E. Driving License.