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OBJECTIVES

- Seeking a position within Enterprise IT & Web Management where a proven record of success will be utilized and further developed.
- To work in a creative and collaborative environment where my analytical, technical and interpersonal skills will contribute to the overall goal of the organization.
- The post should offer excellent future prospects and to work with new and cutting-edge technologies.

PROFESSIONAL ACHIEVEMENTS

Organization Awards/Achievements

- Achieved ISO 9001 and 27001 certifications from SGS for complying 100% ISO norms.
- International Property Award 2006/2007/2008/2009 for Best Property Portal
- CNBC Arabian Property Award 2007/2008/2009 for Best Property Portal, 5-stars
- Pan Arab Web Awards (PAWA): Real Estate Strategic Web Award
- UAE Web Awards Committee and Business Software Alliance (BSA)

Special Recognition Awards/Achievements

- Appreciation award 2008 IT Quality Management ISO 9001 & 27001
- Special recognition awards for outstanding contribution and efforts in developing the IT team of Gowwealthy.com 2004-2005
- Appreciation award 2007 "Long Service & Extra ordinary services"
- Special Merit award for Overall performance in 2006
- Lead role in ISO 9001 & ISO 27001 certification programs

PROFESSIONAL EXPERIENCE (POSITIONS HELD)

- **Program Manager – Web & IT Infrastructures**
- **Web Technology Manager**
- **Webmaster & System Administrator**
- **Database & Web Administrator**
- **Web & Database Developer**
- **IT Hardware & Networking Engineer**
- **Software Development Engineer**

PROFESSIONAL EXPERIENCE (HIGHLIGHTS)

Program Manager – Web & ITFSM

Gowwealthy Holdings FZC
(January 2008 – Present)

- Oversees the administration and maintenance of the company's infrastructure, and directs more junior Innovators when necessary.
- Management of ongoing and new developments in relation to the company website and intranet.
- Planning and implementation of additions, deletions and major modifications to the supporting regional infrastructure.

- Implements network security at the regional level as established by corporate Security Director.
- Oversees the administration of the company's LAN & WAN.
- Manages and develops upgrades to the company's telephone system at the regional level.
- Oversees all telephone changes, including routing for seating assignments.
- Oversees the administration and maintenance of computer stations and software for company training programs and the Learning Studio and provides additional support if necessary.
- Oversees troubleshooting, systems backups, archiving, and disaster recovery and provides expert support when necessary.
- Works with project teams to help implement Internal Systems.
- Oversees all help desk activities at the regional level.
- Responds to escalated help desk issues.
- Oversees the administration and maintenance of our tracking software.
- Interacts with internal clients on all levels to help resolve IT-related issues and provides answers in a timely manner.
- Builds and maintains vendor relationships and manages the purchase of hardware and software products.
- Manages the purchasing of all software, hardware and other IT supplies at the regional level.
- Ensures that company assets are maintained responsibly.
- Provide line management and leadership of the Web Development team; include full responsibility for the recruitment and retention of staff.
- Managed Web Development, Web Content Editorial, Design team, Web Customer Support Team
- Development and management of website system & site traffic & Monitoring web server and site technical performance.
- Wrote periodic reports for Board members and Committee members
- Conducted research on Internet technologies and advised Company Team about how to address technological problems and issues
- Provided strategic reports on how to use evolving Internet technologies

Web Technology Manager

Gowealthy Holdings FZC

(January 2008 – Present)

- Management of ongoing and new developments in relation to the company website and intranet.
- Provide line management and leadership of the Web Development, Content Editorial, Design, and Customer Support Team, include the recruitment and retention of staff.
- Development and management of website system & site traffic & Monitoring web server and site technical performance.
- Wrote periodic reports for Board members and Committee members
- Conducted research on Internet technologies and advised Company Team about how to address technological problems and issues
- Provided strategic reports on how to use evolving Internet technologies
- Create secure data transfer between web and internal systems.
- Design, develop and implement database interfaces using Microsoft .NET technologies and support eBusiness development.
- Train staff to use all new developments and applications identifying time constraints, gathering key resources and conveying needs and requirements in plain English.
- Reporting to senior management on a monthly basis, detailing current web usage and forthcoming developments in plain English.

Webmaster & System Administrator

Gowealthy Holdings FZC
May 2004 - January 2008

- Configured and maintained web server software, including Apache, PHP, MySQL, etc.
- Assists with administering and maintaining corporate infrastructure
- Managed and customized dynamic content management systems written in ASP, ASP.NET, PHP and Perl connected to MSSQL, MySQL and PostgreSQL databases
- Analyzed problems within unit and recommended Internet and web-based solutions
- Collaborated with parent company unit personnel on web design and application development projects
- Met with virtual Communications Committee on a regular basis to evaluate content and function enhancements
- Monitored web traffic via Urchin and WebTrends Log Analyzer
- Conducted usability studies with organizational members, prospective employers, students, media representatives, etc.
- Fixed bugs and add enhancements in existing web-based applications programmed in PHP, Perl, and SQL connected to DB2 and MySQL databases
- Assisted Quality Assurance personnel with writing test cases of web-based applications for manual and automated testing
- Supervised team of web programmers and content developers
- Provided technical support to web developers & remote end-users of web applications
- Maintained and enhanced Web servers (Linux & Windows), Database Servers (SQL Server 2000/2005, MySQL), Mail Servers (Iml 7.X, IPSwitch ICS, MS Exchange)

IT Applications (Web) & Database Administrator

February 2004 - May 2004

- Analyzed legacy database systems - Access 2000 and Advantage Database Server
- Analyzed legacy Access 2000 and Java applications
- Supported local and remote web developers and content developers
- Analyzed problems within unit and recommended Internet and web-based solutions
- Collaborated with parent company unit personnel on web design and application development projects
- Recommended upgrade strategies to upgrade legacy Access and Java applications to web-based services
- Designed, Developed, and Maintained Web sites with PHP, MySQL, PostgreSQL, CSS, HTML, DHTML, and Javascript
- Met with clients to identify their communication and outreach needs and translated them into technical requirements
- Trained clients to use web-based applications
- Designed Web GUIs using HTML, DHTML, CSS, Dreamweaver, Ultradev, Photoshop, and Fireworks
- Managed and customized dynamic content management systems written in ASP, ASP.NET, PHP and Perl connected to MSSQL, MySQL and PostgreSQL databases

Web/Database Developer

June 2003

- Analyzed datasets for integration into centralized SQL Server 2000 database
- Wrote stored procedures to manage data
- Migrated legacy database and spreadsheets (Access/Excel) to SQL Server 2000 using Data Transformation Services (DTS) and T-SQL scripts
- Developed Web sites using ASP, PHP and SQL Server 2000
- Designed Web GUIs using HTML, DHTML, CSS, Dreamweaver Ultradev, Photoshop, and Fireworks

- Designed, Developed, and Maintained Web sites with PHP, MySQL, PostgreSQL, CSS, HTML, DHTML, and Javascript
- Met with clients to identify their communication and outreach needs and translated them into technical requirements
- Trained clients to use web-based applications
- Designed Web GUIs using HTML, DHTML, CSS, Dreamweaver Ultradev, Photoshop, and Fireworks
- Managed and customized dynamic content management systems written in ASP, ASP.NET, PHP and Perl connected to MSSQL, MySQL and PostgreSQL databases
- Managed various web-based tools, including AbsoluteLS, AbsoluteFM, vBulletin, OpenX,
- Worked with teams on multiple projects including new applications project development, sizing, deployment

IT Hardware & Networking Engineer

Fathima Group of Companies

June 2000 - December 2003

- Assists with administering and maintaining corporate infrastructure
- Administers and maintains the telephone system, including telephone switches.
- Creates new hire phone and voicemail extensions; routes extensions to appropriate locations and updates information as Innovator seating assignments change .
- Sets up, administers and maintains computer stations and software and provides additional support when necessary.
- Performs basic and more complex troubleshooting, backup, archiving, and disaster recovery.
- Installs and upgrades computer software and network equipment.
- Creates network and email accounts for new users.
- Sets up computers for new users and ensures delivery of equipment to users in different locations if necessary.
- Answers all basic trouble calls/emails and enters work orders into our tracking software.
- Participates in the inventory management of software licenses, software, hardware, and other IT supplies.
- Purchases software, hardware and other IT supplies as directed by superiors.

Software Engineer

Compu-Land

August 1998 – June 2000

Bangalore, India

- Has involved in development of application projects in Java, Visual Basic, Developer 2000 with Oracle 8 Database
- Analyze the problem and develop possible solutions
- Involved in detailed documentation of projects

eBusiness Specialist (Consultant Role)

W3 Informatics FZC, Sharjah

Total Online Solutions, Sharjah

January 2005 – Present

- Provide web-based technological solutions for nonprofit organizations, small business, and medium businesses
- Analyze needs of clients and their customers via focus groups, interviews, and direct observation of people using technologies
- Program custom databases and applications using myriad of programs and languages

TECHNICAL SKILLS

Content Management Systems

Installation, Configuration & Customization of Joomla 1.5.x, Wordpress 2.9.x, OpenCMS, Drupal, Sitecore, Kentico, MS Sharepoint, Interwoven Teamsite, MediaBin,

Database Management Servers

Access 97/2000, MySQL 3.X/4.X/5.X, PostgreSQL 7.4.X/8.X, MSDE 2000, SQL Server Enterprise 7.0/2000,2005, Oracle 8i,

Server Software

Active Directory, Exchange 5.5/2000, Windows NT/2000/2003/2008 Enterprise R2, Linux Red Hat Enterprise, Blackberry Enterprise Server, Imail Server, IPSwitch ICS

OS Platforms

Windows (7 Enterprise N, Vista Business Home Premium, XP Professional, 2000 Professional,), Linux (Red Hat Enterprise Server 4.X and 5.X, CentOS, Suse)

Database Programming

SQL, T-SQL, PL/SQL

Database Tools

MS SQL Server Enterprise Manager, DTS, SQL Server Management Studio, Query Analyzer, CASEStudio 2, ErWin, ER Studio, SQLExec, PgAdmin, phpMyAdmin,

Network Connections

Dialup Flex Modem, 3G, ADSL Business, Ethernet Cat-5 T-1/T-3 , AppleTalk, AppleShare, TCP/IP, NetBios, PPP, P2P

Security

NETGEAR Routers, CISCO Routers, D-Link Routers, US Robotics, FortiGate Firewall, Zone Alarm, McAfee Enterprise, Symantec Corporate Client

Web Design Tools

Adobe Acrobat Writer, Photoshop, Illustrator, InDesign, Flash CS2/CS3/CS4, Fireworks, Front Page, Image Composer, MS Publisher, SwishMax,

Web Development Methods

Agile, Extreme, Rapid Prototyping

Web Development Tools

Dreamweaver MX/CS4, Visual Studio 2005, Ultradev/MX, Visual SourceSafe, WinCVS, ColdFusion Studio, Eclipse, WebTrends Log Analyzer, Secure Shell (SSH)

Web & Software Programming

Active Server Pages (ASP), CGI, PHP 3.0/4.0/5.0, PHP Frameworks (CodeIgnitor, Zend Framework), CSS, DHTML, HTML, XHTML, XML, XSLT, DTD, Javascript (ExtJS), Ajax, Perl 5.X, Java Server Pages (JSP), JavaServer Faces (JSF), Shell, Batch, Cron

Web Server Applications

Apache 1.3/2.0/2.2, Internet Information Services (IIS) 4.0/5.0/6.0/7.0, MS Proxy, MS Index Server, ColdFusion Administrator 4.5/5.0/MX, Ximati, Verisign Certificates, Secure Socket Layer (SSL), OpenSSL, XamPP, PHP Zend Platform 3.6.1