



Suraj S Nair

Graduate Engineer with a Bachelor's Degree in Information Technology with over 7 years of experience (in UAE) in varied business domains including IT, Hospitality Industry, would like to deliver in a progressive and vibrant organization to further enhance business potential and credibility by virtue of acquired skills and technical competency.

Contact

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Address

Karama, Dubai, UAE

Education

2011

B.Tech In I T

PSN College of Engineering & Technology, Tamil Nadu, India

Skills

- Project Management
- Requirement Analysis
- Team Management
- Technical Support
- Project Budgeting
- Conflict Resolution
- Customer Relationship
- Scheduling

Experience

○ May 2020 - Present

Royex Technologies, Dubai, UAE

Project Coordinator

- Responsible for the collecting the client requirements based on the project.
- Assign the developers for each task based on the priorities and get the things done on timely manner.
- Prepared and led meetings between the different departments.
- Prepare proposals for the client enquiry.
- Coordinate with the developers and regarding the project status and do manual testing on each application and website to ensure the quality and if it matches with that of the client requirement.
- Provide necessary training to the client for the admin panel for the website/application.
- Setting up chair project review meetings and conference calls with stakeholders.
- Have been in the project management for the website and applications for many of the esteemed clients including several start-ups and corporate clients like **Al Shirawi group, Infracare facilities management (GEMS Group), Al Aswaq Hypermarket, DaytoDay, Snowwhite Garments, Naoscare etc.**
- Escalating and resolving issues when necessary utilizing appropriate communication methods.
- Acting as project coordinator and a single point of contact for customers and internal departments.

○ July 2019 - March 2020

Reliance Hub Discount Card Services llc, Dubai, UAE

IT Support

- Responsible for the installation and support for the IT devices in the organisation.
- Providing the support for the telephone devices for the telemarketing department through Panasonic and Yester My PBX.
- Rolling out new software for the members in coordination with the development team.
- Providing the training for the sales and back-office regarding the member module.
- Administer the time and attendance module.
- Responsible for the purchase and managing the hardware and IT devices.
- Managing email services using G suite.

Technical Skill Set

Managed projects in platforms like

- Magento
- Shopify
- Native and Cross platform apps
- .Net
- Umbraco
- Wordpress

Few Projects list

- Al Aswaq
- Infracare (Gems Group)
- Al Shirawi
- Snowwhite Garments
- Tahtaj App
- Naoscare
- Alhafidh
- Sunseekergulf
- Gasista

Languages known

English

Hindi

Malayalam

Tamil

○ **March 2018 - May 2019**

Samsotech International llc, Dubai, UAE Application Support Engineer

- Providing the remote support to the clients across the globe.
- Provided support for the migration and installation of SQL servers as per the client requirement.
- Updating software as per the government policies whenever required by coordinating with IT .
- Delivering remote support to users.
- Providing the onsite training regarding the products to the clients.
- Experience in dealing with clients in various countries & travelling across the UAE & Outside.
- Build and maintain successful relationships with clients.
- Have experience and updated information regarding the DTCM system.
- Responsible for the installation and support of the passport scanner device, PMS interfaces including Opera and various other products.

○ **September 2014 - January 2018**

The Country Club Group, Dubai, UAE IT Coordinator

- Provided technical support to solve Desktop PCs, Printer issues.
- Responsible for installing Routers and Access Points for Internet connection.
- Administered ZKTECO Time & Attendance system for Office staff.
- Managing Onity Key Card Systems.
- Managing and controlling Wifi Solution like Smart-web for hotel guests.
- Managing CID and DTCM reporting systems.
- Assist in maintaining Internet service, and Telephone systems.
- Resolved all issues related to back office software, desktop and other IT devices for the end users.
- Managing Email-Server (mail-chimp) and SMS portal to send e-mailers and SMS to members.
- Managing and ensure the timely updation of company's social media pages on a regular basis.
- Preparing the corporate video presentation during Quarterly Earning Meetings.

Declaration

I hereby declare that the above furnished details are fully true to the best of my knowledge and belief.

Sincerely,

Suraj S Nair