

SUNU JOHN

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SUMMARY

A seasoned IT Service Management professional with 20 + years of overall experiences (10 Years in UAE). Expertise in ITIL based service management, IT operational support in-depth knowledge of installing and configuring computing systems. Well experienced in providing client focused IT services and solutions in successfully analyzing and resolving IT related issues in a timely and accurate fashion. Having the ability to maintain a high degree of customer service for all support and service queries and possessing strong analytical and technical skills. Have got great opportunity to be a part of numerous projects thus far in my career with well-established and reputed MNCs. I aim to obtain a position that will allow me to optimize my, management skills, technical skills, and leadership credentials with room for continuous development.

KEY SKILLS

IT Service Desk Management | Desktop and EU Support Management | IT Service Delivery and Operation | IT Asset Management | IT Vendor Management | IT Service Management | IT Incident Management | IT Continual Service Improvement | Client Relationship and Management | Root Cause Analysis | Team Leadership and People Management | Manage Engine Service Desk Plus | Process Improvement

EDUCATION

- **BA** (Bachelor of Arts).
- **PGDBM-IT** from National Institute for Business Management New Delhi.
- **Post Diploma in Computer Hardware Engineering** from CEDTI New Delhi.
- **Diploma in System Maintenance** from CEDTI New Delhi.

CERTIFICATIONS

ITIL V3 Foundation | MCSE 2000 | HP- ProLiant | HP-POS.

WORK EXPERIENCE

<i>Year</i>	<i>Title</i>	<i>Company</i>
Oct 2020 – Jan 2024	Helpdesk Manager – Managed Services	Gerab systems solutions, Dubai.
June 2016 - June 2020	Senior Sales Associate (IT)	Teksalah, Dubai.
May 2013 - May 2016	Asst Manager-IT Services	Almoe Digital Solutions, Dubai.
June 2010 - May 2012	Technical Manager	Wipro Infotech, New Delhi -India
July 2007 – May 2010	Sr. IT–Infra Consultant	Times Internet Ltd, Delhi – India.
Sep 2006 - June 2007	Sr. Customer Support Engineer	Pentagon Systems & Services – India
Sep 2003 – Sep 2006	Sr. Server Support Engineer	Anmol Computech, Mumbai– India.
Aug 2001 – Sep 2003	Customer Support Engineer	Samtech Infonet, Delhi – India.

Oct 2020 – Jan 2024

Helpdesk Manager
Gerab Systems Solutions, Dubai– UAE

Responsibilities

- Lead a team of 25 IT Service Desk and Desktop Support Engineers to carry out end to end user support operations properly and promptly, monitors and evaluates the overall performance to ensure problems are timely responded to and accurately resolved.
- Managed and optimized IT ticketing system, reducing response time and enhancing issue-tracking accuracy.
- Serve as Incident Manager and ensuring adherence to SLAs for restoring critical IT systems and providing workarounds for alternate solutions when needed, assess the business impact, work along with NOC, SOC, SDDC and other teams to investigate and coordinate for resolution actions for high severity incidents.
- Measure and monitor the critical KPIs such as First Call or Level Resolution, Abended Call Rate, First Response, Ticket Closure Rate within SLA, and KB creations etc. are met for the SD team.
- Drive Major Incident Management (MIM) process and contribute to any meetings concerning Incident Root Cause Analysis and prepare RCA along with L2 / L3 SME, ensure the CAPA (Corrective Action and Preventive Action) captured in RCA report is appropriate.
- Proactively identified opportunities for process improvement, leading to increased efficiency and cost savings.
- Demonstrates continual improvement in Service Desk performance leveraging people, process, and technologies, aligns the Service Desk to ITIL best practices.
- Creates support knowledge base by managing the development and communication of IT support manuals, technical notes, and articles to clients in line with SLAs.
- Perform Trend analysis, identify top few incidents and work with respective teams and individual to minimize the incidents business impact.
- Develop, implement and maintain core ITSM processes and practices including but not limited to: SLA Framework, Incident, Change, Problem, Request, Escalation, Service Catalog etc.
- Conduct team huddle, participate in service review meetings, IT operation committee, prepare weekly and monthly ITSM - MIS reports.
- Accountable for ensuring that ITSM processes are fit for purpose, efficient and effective, adhere to ITIL best practices and align with business requirements and strategy.
- Manage Aster's Service desk team supporting incident/requests categories of hardware and software infrastructure across the organization. Closure of 3000+ SR/IN tickets monthly within SLA in the span of 3 years.
- Manage and lead 19 Desktop Support Engineers and Service desk agents supporting 280 Aster Pharmacies and Optics retail outlets across UAE, all Medcare Hospitals & Clinics and two corporate offices in Dubai.

Projects Handled

1. Aster DM Healthcare for EUS including team of 20 support members.
2. Dubai Municipality for passive network.

June 2016 - June 2018

Senior Sales Associate
Teksalah, Dubai – UAE

Key Responsibilities

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- Heading Key customer Accounts.
- Products handling Cisco, Riverbed, Dell VRTX, NetApp, Palo Alto, Fortigate, Veeam, Arcserve,
- Complete customer focus, related to service and support.
- Solution consultant
- To establish and manage the work plan, track progress and generate reports against work plan.
- Researching and identifying sales opportunity, generating leads, target identification and classification
- Reaching out to new customers and making presentations or pitches outlining the benefits of product/services
- Understanding the client requirements and then customizing the product/services as per their needs
- Maintaining relationship with all potential and existing clients
- Ensuring proper servicing and after sales support to clients
- Data reporting to management and gathering market intelligence
- Contributes to team effort by accomplishing related results as needed
- New business/market development
- Stay abreast of evolving information available to the industry
- Prepare reports and sales forecasts, as required

May 2013 - May 2016

**Asst Manager-IT Service & Pre-Sales
Almoe Digital Solutions, Dubai– UAE**

Key Responsibilities

- Heading IT service team for product support.
- Handling products for printing and scanning from Epson, Avison, Graphtec, TSC, Woosim, Datalogic, Retail
- Products from HP, Epson and other IT products (ex: Server, QNAP, Networking, and IT Infra Services).
- Complete customer focus, related to service and support.
- Serve as focal point for coordinating the IT product installations and implementation with the sales team
- To establish and manage the work plan, track progress and generate reports against work plan.
- Product pre-sales support for IT sales team.
- Manage communications with all the concerned including customer, sales team and management
- Bringing Service revenues in the form of AMC and other revenue streams like cabling/shifting/reinstallations etc.
- Serve as focal point for support activities including warranty and non-warranty customers
- Coordinate reporting and tracking the support activities to ensure customer satisfaction
- Ensure better revenues for IT services for spares
- Assist the sales team with new concepts and promote new IT product portfolios
- Complete mandatory certifications for ensuring partnerships with vendors

Projects Handled

1. MOE Ministry of Education (UAE) smart classroom for special need children.
2. Mohammad Bin Rashid Smart Learning program phase-III 2015

June 2010 - MAY 2012

**Technical Manager
Wipro Infotech – Delhi**

Managed all the projects as Transition Manager for technical and IT-Infrastructure includes downloading the process, procedures, documentation for the Wipro Help desk Team. Implementing and managing Manage Engine for services desk and asset inventory successfully, streamline the IT Help desk operations giving proper training to the engineers for all site specific technical applications, maintaining the agreed SLA for all IT services. Updating site specific SOP's sharing service improvement plans with customer etc.

Key Responsibilities & Accomplishments:

- Managing Technical escalation for Delhi NCR customers and service delivery.
- Transition Manager for new projects handling technical and application-level downloads from customers and train accordingly to the onsite team.
- Handling Team management, Service improvements plan, Technical documentation, documentation of process and procedures of site specific.
- Regular technical training for onsite Technical team.

Projects handled:

- Xerox Ltd
- WalMart
- Honda Siel Cars Ltd
- JKH BPO Services

July 2007 - May 2010

Sr. IT – Infra Consultant
Times Internet Ltd – Delhi - India

Key Responsibilities

- Heading IT Help Desk for end user service.
- Managing 26 members of IT helpdesk team including engineers & coordinators across India. Single point of contact for datacenter activities.
- Administrating Citrix presentation server along with RSA server for publishing application assigning RSA token and solving citrix user client server related issues.
- Monitoring daily basis IT help desk activity across India handling escalation or any incident, problem or change management.
- Setting up testing server in datacenter for different application team.
- 1 & 2 level support for active directory, exchange server, user creation deletion and other migration projects.
- Managing company IT assets and vendor. Managing backups and data recovery.
- Updated training for helpdesk engineers on weekends. Planning and deploying service improvements plan.

Projects Handled

- Lead the Project of Itimes.com, Installation & Configuration of IBM servers Blade Servers storage, Installation with Linux & Windows Images.
- Setup branch office (ITO Times House) server room which includes 20 servers three network racks, installation configuration of servers, server rack mounting cable management etc.
- Setup of small call center (Ahmedabad Office) which includes 50 desktop three servers. Server room,
- configuring all the desktops into network, mail, internet, and point to point connectivity from corporate office to branch
- Setup the IT Infra and support for ET Gujrati.com team in Ahmadabad.

July 2006 - April 2007

Sr. Customer Support Engineer
Pentagon System & Service Ltd- Mumbai – India

Key Responsibilities

- Server Administrator for HDFC Bank central processing unit Mumbai. Supporting 600 IBM X series server inside datacenter and across India.
- Daily basis attend issues related to hardware OS installation testing related calls for IBM (X) server. Telephonic support for field engineers across India HDFC bank branches.
- Attend 24x7 support calls for servers, tape drives and other backup devises across Mumbai HDFC branches. Coordinate as single point of contact for HDFC with IBM for part delivery engineer allocation.
- Resolve and manage the agreed SLA with IBM and HDFC.
- Maintaining call sheet, part replace warranty sheet on regular basis.
- Preparing MIS for IBM service delivery team for HDFC project

Sep 2003 - April 2006

Sr. Server Support Engineer (HP-Compaq)
Anmol Computech - Mumbai – India

Key Responsibilities

- Senior certified engineer for HP- Compaq servers.
- Attend critical CRT 24x7 calls for high-end ML-DL series server across Mumbai. Installation of 100 plus servers in large datacenters with proper documentation. Attending storage tape library, DLT calls.
- Project handled on behalf of HP in BRICS Securities & Maruti Udgoy Ltd as FMS engineer looking after the IT infra support for servers routers online trading applications mail server backups proxy server and other end user services.
- Train Junior Engineers for server level support through shadow run.

Key clientele handled include:

ABN Amro	Pepsico Ltd	HSBC	Sandoz
Reliance	Deloitte	Maruti Udyog Ltd	National Insurance
Castrol India	TCS	ICICI Bank	BNP Paribas
TATA AIG Insurance		Johnson & Johnson	

Aug 2001 – Sep 2003

Customer Support Engineer
Samtech Infonet Ltd- New Delhi – India

Key Responsibilities & Accomplishments:

- Worked as onsite IT support engineer for day-to-day IT related issues and problems with corporate like CYBER MEDIA, MAX HEALTHCARE service support for Desktops / Laptops Hardware, Mail Server, Applications, printers, Windows Operating System Troubleshooting and Network related problems.

Personal Details

Marital Status	: Married
Visa Status	: Employment Visa
Nationality	: Indian
Driving License	: Valid UAE driving License
Languages known	: English, Hindi, Malayalam