



BONIFACE DOMINIC

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PROFESSIONAL SUMMARY

Talented Technical Lead adept at integrating resources into business operations and developing innovative technical solutions to diverse issues. Strong history of managing highly effective teams to execute complex projects within stringent timeframes. Hardworking Technical Lead proficient in quality assurance, equipment management and resource utilization. Successful at leading both internal and external teams to accomplish challenging objectives.

SKILLS

- Project planning and development
- Project Management
- Business process re-engineering
- Lean manufacturing and design
- Contract Review and Recommendations
- Multi-Site Operations
- Advanced Problem Solving
- Amazon Web Services
- Avaya WFO
- Opentext WFM suite
- CISCO IPT- CUCM, Expressway E & C – Basic Knowledge
- Imagicle suite for Cisco Unified Communication
- Avaya Harmony Recording Solution
- Windows 2019/2016/2012/2008 servers.
- Windows 2019/2016/2012/2008 RRAS & VPN
- TERMINAL SERVICE in Windows 2019/2016/2012/2008 servers
- RAID Implementation
- DHCP, WINS, NAT, Access-List, DNS, IP ROUTING.
- ROADWAY CAMERAS, CCTV, PTZ cameras.
- FORTINET Firewalls-Basic.
- VM WARE, VSphere
- Security, RADIUS, IPSec, NLB
- Exchange server 2016/2012/2008/2003
- Exchange server Backup and Restore
- Protocols – RIP, RIPv2, IGRP, EIGRP, OSPF

- Windows servers 2019/2016/2012/2008 and all Windows desktops.
- Windows 2019, Windows 2016, Windows 2012 & Windows 2008 ACTIVE DIRECTORY SERVICES.
- Windows 2019/2016/2012/2008 Domain based network system
- IP Addressing (subnetting and supernetting)
- Layer-3 Routing
- Layer-2 Switching

WORK HISTORY

Technical Lead

07/2015 to Current

QPC Solutions - Dubai, UAE

- Determining project requirements and developing work schedules for the team.
- Delegating tasks and achieving daily, weekly, and monthly goals.
- Liaising with team members, management, and clients to ensure projects are completed to standard.
- Identifying risks and forming contingency plans as soon as possible.
- Analyzing existing operations and scheduling training sessions and meetings to discuss improvements.
- Keeping up to date with industry trends and developments.
- Updating work schedules and performing troubleshooting as required.
- Motivating staff and creating a space where they can ask questions and voice their concerns.
- Being transparent with the team about challenges, failures, and successes.
- Writing progress reports and delivering presentations to the relevant stakeholders.
- Project management which includes liaising with the customers, partners, vendors/ align the resources/ planning the phases of the project/ communicating with the technical team for the completion of project and make sure the delivery of a project within the approved SOW and plan.
- Application support administrator who is responsible for Installing, Troubleshooting of Customer care solutions like AWFOS from AVAYA, Qfiniti from OpenText, ININ from Genesys etc.
- Leader to the technical support team who assigns engineers to the service requests and helps in troubleshoot the issue.
- Managing Service desk requests and Change requests and work towards the completion within the SLA period.
- Working with customers in implementing WFO/WFM solutions and prepare technical documentation including Scope of Work, Test cases, As built etc.
- Give training to new customers on the solutions implemented.

- Performing IT Operations non-functional testing (eg:Database,Web Services etc) in Contact center applications to identify the impact on customers and work towards minimizing the impact.
- Liaising with the customers and partners during project implementation.
- Managing and assigning proper resources for the new projects.

Network Engineer

07/2012 to 07/2015

Al Fahad Smart Systems – Abu Dhabi, UAE

- Responsible for installing, configuring, and administrating MS-Windows Servers and Client Operating Systems.
- Installation, troubleshooting and administering Active directory which includes creation of new Active Directory users, assigning access privileges, file sharing etc.
- Responsible for installing, updating and monitoring the Anti-Virus software in all the systems in the company, also monitoring the License status.
- Installing software like MS Office Professional, Visual Studio, SQL, Adobe Professional softwares also installation of Network printers and Network scanners.
- Network Admin who configure / manages Cisco Router, VPN, VLAN, Cisco Switches and Desktop Support.
- Configuring Fortinet firewall.
- Installation, calibration and commissioning of the ROADWAYS CAMERAS and CCTV,PTZ cameras.
- Installation and maintenance of LICENSE PLATE RECOGNISOR cameras.
- Installation and configuration of SECURED VIDEO CABINET.
- Create IT Security Policy for the organization.
- Design computer network layout and configuring, troubleshooting Cisco Routers and Switches.
- Maximized the system and Network integrity in terms of regular Hardware maintenance and supervision.
- Implements Time-Attendance and Payroll system developed.
- Install, configure, monitor and manage network infrastructure such as switches and routers, and diagnoses problems and troubleshooting Internet access issues.
- Respond to individual users' difficulties with computer systems, provide instructions and sometimes training, and diagnose and solve common problem.
- Responsible for regular backing up and verifying backed up data.
- Installation and up gradation of Hardware and deployment of application software.
- Troubleshooting technical issues surrounding e-mail, internet connections and hardware/peripherals.
- LAN Connectivity issues, like port security issues, adding to proper VLAN etc.

- Virtualization using VM WARE.

System Administrator

07/2010 to 05/2012

National Papers and Chemicals – Kochi, India

- Responsible for installing, configuring, and administrating MS-Windows Servers and Client Operating Systems.
- Installation, troubleshooting and administering Active directory which includes creation of new Active Directory users, assigning access privileges, file sharing etc.
- Responsible for installing, updating, and monitoring the Anti-Virus software in all the systems in the company, also monitoring the License status.
- Installing software like MS Office Professional, Visual Studio, SQL, Adobe Professional softwares also installation of Network printers and Network scanners.
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- Virtualization using VM WARE.

EDUCATION

Bachelor of Technology: Information Technology

06/2010

Chaudhary Charan Singh University - Meerut, India

CERTIFICATIONS

- PMP- Certificate of Completion
- AWS- Cloud practitioner Essentials completion certificate
- AWS- Exam Readiness: AWS Certified Solutions Architect-Associate
- AWS- Amazon connect Primer completion certificate
- Udemmy training completion certificate for AWS ESSENTIALS
- Udemmy training completion certificate for CISCO CUCM Install/Configure/Maintain
- OpenText CEM - Customer Experience Management
- OpenText Experience Suite
- Avaya WorkForce Optimization select for MidMarket [Avaya ID: VUE068645]
- Avaya WorkForce Optimization select for Enterprise
- ITIL v3 [certification ID : ITIL/MY793217]
- ACSS 7850 (Avaya WFO Implementation and Troubleshooting)
- MICROSOFT CERTIFIED SYSTEM ENGINEER(MCSE) [certification ID: 8027156]
- MICROSOFT CERTIFIED SYSTEM ADMINISTRATOR (MCSA) [certification ID: 8027156]
- MICROSOFT CERTIFIED PROFESSIONAL(MCP) [certification ID: 8027156]
- CISCO CERTIFIED NETWORK ASSOCIATE (CCNA) [certification ID: CSC011951670]
- MICROSOFT CERTIFIED TECHNOLOGY SPECIALIST (MCTS)
- MICROSOFT CERTIFIED INFORMATION TECHNOLOGY PROFESSIONAL(MCITP)
- Certification in VB and .Net by Cyber prism Pvt. Ltd.



ADDITIONAL INFORMATION

- Nationality: Indian
- Date of birth: 10 November 1988
- Marital Status: Married
- Passport No: L6956708
- Date of expiry: 22/01/2024
- Place of issue: Cochin
- Languages Known: English, Hindi, Malayalam
- Visa Status: Employment Visa- Free zone