DONEY T WILSON

IT PROFESSIONAL

Dedicated to creating solutions for solving problems as well as increasing the growth of an organization through leadership. Experience in effective management of IT Infrastructure Project for new facilities.



CONTACT

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doneywilson@gmail.com

doney.wilson

Kollam, Kerala, India

KEY SKILLS

- **Systems Administrator**
- **Cyber Security**
- **ERP Systems**
- **Technical Support**
- **Exchange Server**
- **ERP Systems**
- **Active Directory**
- **Security systems**
- **Time Management**

AREAS OF EXPERTISE

- Software
- Networking
- Hardware

PROFESSIONAL CERTIFICATIONS

- **MCSE** - Microsoft Certified Solutions Expert **ID: 11349322**
- **CCNA** - Cisco Certified Network Associate **ID:CSCO12731060**
- **MCP** - Microsoft Certified Professional **ID: 11349322**

PROFILE SUMMARY

A competent **IT professional** with excellent communication, organization, co-ordination skills and offers **12+** years of experience in the **Information Technology**, including **7+** years of international experience in the **GCC** with Hospitality field(5 Star Hotels) and proven track record in leveraging domain knowledge in the on Hospitality Management in of Seeking a challenging job in Information Technology field, which will permit me to use, enhance my skills in a progressive and dynamic organization.

CAREER ABRIDGEMENT

A detail oriented professional with a passion for service in the Information Technology Industry seeking a challenging position in a professional organization through installs hardware and software & Networking, Cyber seurity and participates in continuously improve and keep up with the servers/ systems of applications hosted on State Data Center/ Cloud Infrastructure.

ACADEMIC CREDENTIALS

MASTER OF BUSINESS ADMINISTRATION|2015

- Bharathiar University
- NIBM

DIPLOMA IN COMPUTER ENGINEERING|2011

- Kerala University
- Carmel Polytechnic

EMPLOYMENT CHRONICLE

IT ADMINISTRATOR| Jan 2023 -
AL DUHAIL RESORT, QATAR

IT ADMINISTRATOR| Aug 2015 – Dec 2022
CARLTON AL-MOAIBED HOTEL, SAUDI

KEY RESPONSIBILITIES

- Manage and support to Hotel ERP system IDS (Intellect Data Systems).
- Installed, configured, and Servers, Emails, Network systems, software's maintained the company's security systems.
- Manage Cyber Security Protocols on our hotel property and sister company
- Checked reports on all Servers & Software systems to ensure they are working correctly and check logs of users backup when issues arise
- Managing active directory users and access control permissions.
- Conducted monthly server maintenance and applied updates and patches.
- Provided end-user and remote support and technical assistance for server and client computers, telecommunication systems.

LANGUAGES

English 100%
Hindi 75%
Malayalam 100%

PERSONAL STRENGTHS

- **COMMUNICATION** - Interpersonal skills – verbal, problem solving and listening skills in any administrative role.
- **SERVICE** - Having a customer focused approach Skills include Patience, Attentiveness and a positive language
- **ORGANIZATION** - Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time - management.
- **MANAGEMENT**-Management skills to direct others and review

PERSONAL DETAILS

Gender : Male
Date of Birth : 12/03/1990
Marital Status : Married
Nationality : Indian

Permanent Address

Sruthi
Kallelibhagom P.O
Karunagapply, Kerala, India

PASSPORT DETAILS

Passport No : W3981849
Date of Expiry : 21/09/2032
Place of Issue :Trivandrum

REFERENCE

Mr. Mathew Siju
IT Manager
Carlton Al Moaibed Hotel
Saudi Arabia
mathew.siju@carlton-hotel.com.sa

- Ensure security through access controls, backups and firewalls
- Upgrade systems with new releases and models
- Manage CCTV, OUTLOOK and Biometric attendance system.
- Develop expertise to train staff on new technologies
- Wifi support to room guest and meeting guest.
- Manage IT related asset inventory system.

SYSTEM ADMINISTRATOR | Jun 2013 – Jul 2015

JRSCA PVT LTD, KOCHI, KERALA, INDIA

KEY RESPONSIBILITIES

- Manage Servers, Routers, Switches, Firewall and Printers.
- Installation of both client and server windows operating systems.
- Solve the problems for Computer Hardware, Software, Networking and Internet.
- Implementation of profiles, group policies Creation and Managing User Accounts in Active Directory services and additional Domains.
- Manage Tracking software and installation.
- Maintaining & Configuring of Outlook Problems of Users.
- Manage software support and mail server handling to all branch office.
- DNS Server Problems.
- Troubleshooting and maintaining Domain Servers.

IT SUPPORT ENGINEER | Jul 2011 – May 2013

NEURAL NETWORKS PVT LTD ERNAKULUM, KERALA, INDIA

KEY RESPONSIBILITIES

- Hardware, Software and Operating System support our clients
- Rendering support of backup systems, mail problems & Networks.
- Solve the IT related issues of our client offices.
- Installing and updating Antivirus in the whole Network.
- Solving different kinds of problems of end users.
- Installing and configuring client computer systems.
- Responding to client IT support requests.
- Meeting with clients to diagnose software, networking, or hardware issues.

ACHIEVEMENT

- Cybersecurity Compliance Certificate from ARMCO Company(2022)
- Best Employee Award (2017) of M/s Carlton Saudi Arabia

TRAINING ATTENDED

- Cyber Security Compliance training program
- Computer Network and Hardware training by **D-Link**'

DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars

Place : Qatar
Date : 14-03-23

DONEY WILSON