

VIKAL CHARI

A proficient, dynamic, enthusiastic and highly skilled professional with 10 plus years of extensive experience in networking, Hotel applications, technical documentations, IT operations, planning, projects, budget, and maintaining IT infrastructure.

I am a solution orientated, believe in upgrade and improve, initiative for new technology, for the betterment of the company and users within a budget.
Friendly, Self-motivating, Leadership skills, multi-tasking, can do attitude, team oriented, quick learner, flexible, proactive, and love to work in a multicultural environment.

PERSONAL INFORMATION:

Date of Birth: 09 August 1988
Gender: Male
Marital Status: Unmarried
Nationality: INDIAN
Languages: English, Hindi, Konkani, Basic German & Marathi.

CONTACT INFORMATION

Permanent Address:
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PROFFESIONAL COURSES:

➢ Digital Marketing Fundamentals Course from Google Digital, December 2021.

➢ STCW '10 Course - Standards of Training, certification and Watchkeeping Course Certification, October 2021.

➢ CERTIFIED HOSPITALITY SUPERVISOR Training completed at Atmosphere Kanifushi Maldives by American Hotel & Lodging Educational Institute, September 2019.

➢ CCNA (Cisco Certified Network Associate): Course completed and Certificate of participation from Jetking institute, Panaji-Goa in the year 2014.

➢ MCSA (Microsoft Certified Solutions Associate) on Windows Server 2008 and Server 2008 R2: Course completed and Certificate of participation From Jetking institute, year 2014.

EDUCATIONAL QUALIFICATIONS:

2009 – 2012 ➢ B.TECH. (Degree) in Computer Engineering from Padre Conceicao College of Engineering, Verna, Goa.
➢ Secured Second class.

2006 –2009 ➢ Diploma in Computer Engineering from Agnel Polytechnic Verna Goa.
➢ Secured Distinction.

2003 - 2006 ➢ H.S.S.C. (Higher Secondary) Field Science from Cuncolim united higher secondary school, Cuncolim, Goa.
➢ Secured Second Class.

2002 - 2003 ➢ S.S.C. (Matriculation) from Our lady of health high school, Cuncolim, Goa.
➢ Secured First Class

PROJECTS COMPLETED:

OFFICE 365 TENANT MIGRATION FROM UK TO ASIA REGION – JUL 22:
- Using Bittitan for email user license and migration. Recon. O365

- 40 Over Water villas project completed on 19th December 2019 at Atmosphere Kanifushi Maldives.
- GPON network, ONT device, Wi-Fi, TV, Phone, Door locks, Installation and configuration in the villas accomplished.
- Restaurant IT Setup, Micros POS Workstations 6, Epson Thermal Printers, AP's, Network, Telephone, Music system Setup Configuration and Installation.
- CCTV cameras installation and configuration.

- **Applications Upgradation and Training carried out with oracle support team and other consultants- (2019 – 2020).**

1. Micros POS RES 3700 v5.5 upgrade at property.
2. Opera upgrade v5.5 and OXI 2-way advance interface.
3. Materials Control Upgrade to v8
4. Sun systems upgrade to v6.3
5. Kaspersky Cloud Plus.
6. IP TV configuration.

- CCTV Project (45 cameras) at Atmosphere Kanifushi Maldives by Atmosphere Hotels and Resorts, August – October 2018.

- Shuttle tracker project implemented at the restaurants and offices to track buggy moving location on the google Map – April 2019 (for Guest and Security).

- Music Styling Software implementation at resort in August 2019, Centralized music system at all the outlets.

ELEANOR APP - BOOKING and GUEST CHECK-IN SYSTEM – 1 DEC 2022:
- Implemented Eleanor app for booking and Guest check-in System.
- Complete online booking system for the Guest, GRO's and IVD order takers to all the F&B outlets, FO Events, Spa & DIVE Programs.
- Guest check-in through the App, which completely reduced manual work, printing and paperless. One of the points in Green Globe Policy.

IT Infrastructure Upgrade:
- Virtualization Technology: Hyper V Servers, VM's,
- FortiGate Firewall 401E Implementation and Configuration.
- SAN Storage - DELL EMC ME 4024 storage manager.
- HP Core Switch installation and Configuration.
- Veeam Backup and Replication V11.0.0.837 & NAS storage.
- Internet Gateway Device: 24Online 1000iX
- All the PC and Laptops hardware upgradation.

SERVER UPGRADATION:
- Dell PowerEdge R740 Servers - Windows Server 2012 R2 Std
- Windows Server 2016 Std - Windows Server 2019 Std

Pre-Opening Project Member for 'OBLU SELECT RESORT" Maldives by Atmosphere Hotels and Resorts, June - July 2018.

- Implementation, configuration and training of applications with oracle Consultant:

- Simphony (POS workstation and printers) / Sun Systems (FINANCE) / Materials Control / Opera (PMS) / GPON ONT setting (Huawei) / IP TV Configuration with vendor support / Guest Room Door Key card system / LAN connection / PC and Printer installations.

WORK EXPERIENCE

ATMOSPHERE KANIFUSHI MALDIVES
by Atmosphere Hotels and Resorts.

Website: www.atmosphere-kanifushi.com
Designation: Assistant IT Manager
Duration: 16 Feb 2017 – 13 March 2023
Reporting to IT Vice President & Corporate IT Manager

JOB DESCRIPTION:

Handling Applications such as:

- FORTIGATE F401E FIREWALL
- ELEANOR BOOKING SYSTEM
- MICROSOFT OFFICE 365
- SONIC WALL (FIREWALL)
- OPERA v5.5 (PMS) /OPDG
- SUN SYSTEMS v6.3
- MATERIALS CONTROL v8
- MICROS POS RES3700
- MITEL PABX MXe III
- WINPAC-JURUDATA
- MUSIC STYLING
- VEEAM BACKUP & REPLICATION
- NAS STORAGE
- VIRTUALIZATION TECHNOLOGY
- DELL EMC STORAGE MGR
- GPON NETWORK
- BM ASIA MUSIC SYSTEM
- KASPERSKY EPS11 CLOUD PLUS
- ZHONE OLT (MXK319)
- ONITY (DOOR LOCK SYSTEM)
- ZAVIO PLUS APPLICATION (CCTV)
- Anta labs INNGATE (IGD)
- 24Online 1000ix (IGD)
- 4IPNET (IGD)
- SHUTTLE TRACKER APP
- ORBITA DOOR LOCK SYSTEM

- Daily responsibilities include managing day-to-day IT operations, planning and executing IT projects, Backup & Recovery, Security and escalated troubleshooting. Monitoring and performing maintenance on the physical and virtual server environment.
- Ensuring maintenance of the overall infrastructure of the Company's servers, firewalls, network applications and network connectivity.
- Proactively managing, providing direction, support and professionally communicating with IT team members.
- Representing the IT Department and leadership in a positive manner with all levels of employees at different locations and maintaining confidentiality. Identifying and overseeing IT training for the organization.
- Managed all software licenses. Established IS policies, standards, practices and security measures to ensure effective and consistent information processing operations.
- Provide daily and monthly reports to senior management regarding enterprise systems statistics, performance, analysis, and security. Managing and reporting on the allocation of IT budget and operational budgets.
- Communicating directly with the VP of IT on a regular basis and participate in regularly scheduled meetings regarding IT upgradations and organization's technology use, processes, and future needs to recommend improvements.
- Established and maintained good relationships, working professionally with contractors, outside vendors, and equipment suppliers to ensure system standards are met for software and hardware.

- Virtualization technology: Maintaining and configuration of Virtual servers, Nodes, use of Hyper V manager and failover cluster manager.
- SAN STORAGE: DELL EMC ME 4024 Storage manager configuration, cluster storage, Host deployment, volumes and mapping.
- BACKUP & Recovery: Veaam Backup and Replication and NAS Storage configuration and implementation for Backup.
- PABX: Mitel PABX MXe III - Mi Voice Business System, IP and SIP telephones and handing PABX interface software (Winpac-jurudata).
- NETWORKING: GPON Network, OLT (MXK319) handling and ONT, switches and AP configuration, Installation and backups.
- MICROS POS: Working with MICROS POS, configuration, reports and hardware (Micros POS Workstations and Printers).
- SERVER: Windows server 2019 / 2016 Std / Windows server 2012 R2 Std / Windows Server 2008 R2 Std Administrator.
- FIREWALL: FortiGate FG401E firewall implementation and configuration.
  - Dell SonicWALL NSA2600: Security policy and access rules for the users in order to protect from intrusions & viruses to protect company data, network & systems. Monitoring users and bandwidth usage.
- ANTIVIRUS: Kaspersky Endpoint Security 11 cloud plus: Security & access policy, Installation, user security, monitoring, scanning & reports.
- Email System: Configuration and Maintaining Company's Email system using MS Office 365 and Hands on HostGator.
- CCTV: handling Zavio plus software, network cameras (PTZ / Bullet / Dome camera), cabling and installation and backup.
- AV / TV: Large LED Displays, Amplifiers, Speakers, Music system, Cable TV Channels / TV Maintenance (handling Decoders, Modulators & Satellite Dish with vendor Support).
- GUEST VILLA DOOR LOCKS: Installation, configuration and Maintaining the Hotel Guest Room locks Onity / Orbita Key card System.
- Wi-Fi: Maintaining the Guest and staff internet network – 24online 1000ix Gateway Maintenance, (used Anta labs and 4Ipnet)
- Maintaining IT Inventory and documentation of all the software's, contracts, computers, laptops, printers, switches and network.

HULHULE ISLAND HOTEL, MALDIVES

Website: www.hih.com.mv
Designation: IT Associate
Duration: 31 August 2016 – 29 DEC 2016.
Reporting to Sr. IT Executive

JOB DESCRIPTION:

Hands On:

- MICROS (POS)
- MATERIALS CONTROL v8
- OPERA v5 (PMS)
- WEB PROLIFIC (FINANCE)
- PRISM (HR)
- MS EXCHANGE SERVER 2013
- WINPAC-JURUDATA
- ONITY (DOOR LOCK SYSTEM)
- Hikvision APPLICATION (CCTV)
- COBIAN DATA BACKUP
- INNGATE E2000 (Wi-Fi)
- CHECKPOINT (FIREWALL)

- Available 24 * 7, Attending Guest calls and provide day-to-day support for all internal IT systems & users.
- Handling AV and projection for an events and meetings.
- SERVER: Windows Server 2008 R2, Windows Server 2012 R2: domain controller and AD, Managing Domain Users and Groups, Policy.
- Firewall: CHECKPOINT and Antivirus (Kaspersky), Security policy, Client Installation, user security, access and monitoring.
- Wi-Fi: Maintaining the Guest internet network – Inn gate (E2000) Gateway Maintenance
- Email System: MS Windows Server 2013: Configuring email using MS Outlook 2013, MS Outlook 10 on PC and on Smartphones.
- Training staff in basic handling routines, such as login, logout, personal file maintenance& IT operations.
- Maintain logs related to network functions, as well as maintenance and repair records.
- IT Inventory and documentation of all software's, computers, printers and network.

HARD ROCK HOTEL GOA (Pre - Opening)

Website: www.hardrockhotels.com/goa/
Designation: IT Executive
Duration: (1 year and 5 months)
26 MARCH 2015 – 23 AUGUST 2016
Reporting to IT Manager

JOB DESCRIPTION:

Hands On:

- MICROS (POS) 9700
- MATERIALS CONTROL v8
- OPERA v5 (PMS)
- IDS FORTUNE NEXT 6i (FIN)
- OSOURCE (HR)
- MS EXCHANGE SERVER 2013
- WINPAC-JURUDATA
- CYBEROAM (FIREWALL)
- ONITY (DOOR LOCK SYSTEM)
- PC MUSIC SYSTEM
- CUBE (PABX)
- MICROTIK (Wi-Fi)
- SYMANTEC (ANTIVIRUS)
- SYMANTEC DATA BACKUP

- Working with Micros Workstation and Printer, configuration, SLU creation, rights, Reports through RMC (Remote Management console)
- Ensure Data Backup of all servers and data is taken on daily basis, Tape Backup and Symantec Net Backup.
- AV: Establishing connections for AV, installations of speakers, amplifiers, music system, TV and projection for an events and meetings.
- Configuring and maintaining PC MUSIC software (Centralized Music System), Setting up console and related hardware for DJ events.
- PABX: Handling Telephone Exchange Software CUBE and Winpac-jurudata, Managing Telephone (Analog and digital) & star service.
- SERVER: Windows Server 2008 R2: domain controller and AD, Managing Domain Users and Groups, Group Policy, Data.
- Firewall: IT Security, Using Firewall (Cyberoam) and Antivirus (Symantec).
- Managing Cisco 2911, HP switches, VLAN setup, LAN connection.
- Monitor day-to-day IT operations and support, maintain daily logs, maintenance and repair records.
- IT Inventory and documentation of all software's, computers, printers, network and hardware, warranty date and record of ownership.
- Coordinate with vendors and with company personnel in order to facilitate purchases.

Neo Majestic, 5 Star Hotels and Casino

Website: www.neomajestic.com
Designation: IT Executive
Duration: (2 years & 4 months)
25 June 12 to 31 Aug 13 – 23 Jan 14 to 25 Mar 15
Reporting to Sr. IT Executive

JOB DESCRIPTION:

Hands On:

- IDS Fortune v4.1 (PMS)
- IDS Fortune v4 (STORE)
- IDS Fortune v4 (FIN)
- Saral Pay Pac (HR)
- IDS Fortune Next6i (POS)
- ONITY (Door Keys)
- SAAMS (Attendance)
- Siemens HI Path (Telephone)
- Tally ERP 9 (ACC)
- HikVision (CCTV)

- Managing IDS Hospitality Software and functioning of Front Office, Point of Sale, Materials Management and other modules in it.
- Setup, configuration and handling of Point-of-Sale software IDS Fortune Next 6i on Pride 1 and Pride 2 casinos Offshore Ships.
- Managing Domain wide network with Microsoft Windows Server 2003 as Domain Controller and Client computers windows PC.
- Installing /configuring / troubleshooting hardware, software, systems, network, switches, routers, AP, printers, desktop & laptop.

REFRENCES: References are available upon request

DECLARATION: All the statements made above are true & correct to the best of my knowledge & belief, I will produce my original