**DILAWAR MAHAMMAD AYUB**

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**Sharjah, UAE.**

**PROFILE**

**Information Technology ~ Strategic Planning ~** Infrastructure **~ Project Management ~ Delivery Management ~ Computer Operator** ~ Store Supervisor ~ **System Operations.**

Dedicated **IT Service Manager** with **20 +** Years of progressive experience. Background includes conducting **IT Data Migrations, managing staff, participating in budget planning**, etc. Versed in standard operating procedures **developmen**t and **implementation**, as well as performance tracking and improvement. Able to find the proper approach to any customer or team me due to **outstanding Communication skills.**

**PROFILE SUMMARY**

* Seasoned, personable IT leader with over 15 + years operations and consultative experience. Catalyst for business transformation. Trusted to carry out major initiatives, reliably managing multiple projects and vital systems. Excellent communication and interpersonal skills. Build Client relationships. Meet and exceed aggressive deadlines and budgets.

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| * Technology Integration | * Account Management | | | * Strategic Planning | |
| * Business Plan & Delp | | * Contract Management | Add/Remove products | |
| * Budgeting & Revenue Growth | * Infrastructure Design | | | * Data Center Automation | |

**SKILLS**

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| --- | --- | --- | --- |
| * Good knowledge of Admin, HR & Purchase | * Ability to deal with people diplomatically | * Leadership and team building | |
| * Staff training and quality assurance | * Strong problem solving, organizational ability | * Management between Vander & supply relation. | |
| * Transport and operation management | * Team Work,Hard Working, Diligent & Highly Efficient | * Expertise in Office Organization & Administration | |
|  |  | |  |

* Driving innovative use of Technology in implementing Managed Services for mid/large transformation programs.
* Responsible for overall Planning, Performance and customer expectations for Data Center Infrastructure and production environments.
* Responsible for planning, budgeting, controlling, execution and delivery at multiple accounts Conceive and present architectural design concepts and solutions to all levels in the organization.
* Assist account manager in account mining and growth of the account. Maintain profitability on the account.
* Be the escalation hierarchy for any process and team issues experienced by the customer.
* Provided leadership in successful systems integration, package implementation and interactive designs.
* Delivering hands-on “end-to-end” DATA solutions
* Delivering hands-on “end-to-end” Client/Server Testing solutions (VB.NET, ASP.NET, Oracel Web Forms/Reports, Oralce PL/SQL, SQL Server and DB2 Databases)
* Experience of IT sourcing including requirement specification, solution & vendor evaluations.

**PROFESSIONAL EXPERIENCE**

EXPERIENCE IN **INDIA** : From: January 2021 to PRESENT

EXPERIENCE IN **KUWAIT** : From: April 2019 To November 2020

EXPERIENCE IN **INDIA** : From: May 2012 To March 2019

EXPERIENCE IN **USA** : From: November 1999 To April 2012

**Positions held:**

**IT Manager (KUWAIT PROTOCOL & AHOOD BEAUTY, KUWAIT)**

Responsible for managing the operation of the Information Technology for Kuwait Protocol is proud to have extensive expertise in the market and in delivering solutions from small static websites to full office automation solutions for our clients. From strategy to implementation- we deliver technological solutions that help drive transformation, improve productivity and streamline business operations

Ahood Beauty and Clean by Ahood, founded by renowned makeup and fashion influencer [Ahood Al Enezi](https://www.instagram.com/ahoodalenzi_/" \o "Ahood Al Enizi Instagram" \t "_blank), encapsulates elegance in its cosmetics and beauty line. Drawing from years of expertise in the beauty industry, the brand promises a daily glow that elevates your presence.

**Achievements:**

* Developed and obtained business plan approval
* promote and activate the profile (Playlist check icons) changes is completed
* CyberSource Test Profile ID, CyberSource Test Access Key and CyberSource Test Secret Key for performing Test transaction in your Testing Environment (Merchant Website / Application).
* Configured the Test Keys in the merchant Test Website / Application and perform a couple of Test transaction using the below 3DS Test card.
* Database Project is to synergize the Operations in the customer sector of banking industry. It will foster the creation of a wide.
* variety of commonality of approach and operation.
* Developed computer models and key business projections
* Exceeded quality and ISO certification contractual requirements for major enterprise clients
* Delivered “end-to-end” Data solutions and Delivered Client/Server solutions.
* Maintaining different tracks and procedures for commercial analyzing and quality analyzing of the materials.
* Based on the Purchase Order Terms & Condition, expedite with suppliers to deliver the material on time.
* Expedite with suppliers to deliver for pending items, and for damaged items.
* Analyzing the material list after receiving the shipments and controlling them and issuing on time as per the construction schedule.
* Arranging the Local Purchase / Cash Payments for the material / items required at construction site.

**EXPERIENCE IN INDIA: From: May 2012 To March 2019 AND April 2020 to PRESENT**

**Positions held:**

**Senior Test / Lead (Datum Software Private Limited, India)**

**Senior Consultant / Programmer/ Operator (Bhaskar Reddy Software Labs, Hyderabad, India)**

Worked as a leader of Application Development team in a Software Exports Division of AccountsGroup Hyderabad, India. Implemented several successful projects for Accounts Group Domestic and International clients.

Application & Infrastructure development leading custom application, messaging, production automation, and design & repair projects for manufacturing, tool shops, and small software companies.

* Participate in meeting for discussing the status and issues
* Coordinated with Functional Teams to Identify the Business Processes to be Performance tested.
* Making Requests for Quotations and the Quotations for the Sales Dept.
* Doing the filing for all documents.
* Screening the telephone calls before my manger receives them.
* Placing the orders to the suppliers / vendors after the approval from Senior Coordinator.
* Producing the list of consumable materials of the project and issuing for purchase orders.
* Purchasing the material from the Local market for the In-Kingdom scope of the company’s project.
* Updating of inquiry status / material status reports etc.
* Monitoring the Vendor’s performance and Vendor Evaluation.

**EXPERIENCE IN USA: From: November 1999 To April 2012**

**Positions held:**

**Software Engineer (Luceo Inc., & Bijjam IT Inc., Chicago, IL, USA)**

Responsible for managing the operation of the Information Technology for State Farm Insurance Clients. This included Project Management, strategic planning, application development and managing teams for the project delivery. Had a strong focus on customer satisfaction and exceeding the customer’s expectations. I was responsible for the overall internal operating efficiencies of the IT department while also maintaining a fast paced and growing consulting services practice.

**Achievements:**

* Developed and obtained business plan approval
* Launched global ITIL Consulting Services in emerging service market
* Developed computer models and key business projections
* Exceeded quality and ISO certification contractual requirements for major enterprise clients
* Led Operating Model and Organizational Structure redefinition initiative
* Established a project management practice and governance for all projects
* Delivered “end-to-end” Data solutions and Delivered Client/Server solutions.
* Maintaining different tracks and procedures for commercial analyzing and quality analyzing of the materials.
* Based on the Purchase Order Terms & Condition, expedite with suppliers to deliver the material on time.
* Expedite with suppliers to deliver for pending items, and for damaged items.
* Analyzing the material list after receiving the shipments and controlling them and issuing on time as per the construction schedule.
* Arranging the Local Purchase / Cash Payments for the material / items required at construction site.

**EDUCATION**

* Osmania University, Hyderabad, India - **Masters in Computer Applications** (1995).
* Osmania University, Hyderabad, India - Bachelors Degree in Education (Specialization in Computer Edn.) (1991)
* S V University, Thirupati, India - Bachelors Degree in Mathematics, Physics, Chemistry. (1990)

**CERTIFICATIONS**

* Certified Test Analyst
* Certified Project Management & Microsoft Project skills, Working with Project Server

**PERSONAL PROFILE:**

* Name : Ayub Mahammad Dilawar
* Date of Birth : 01-07-1969
* Gender : Male
* Nationality : Indian
* Languages : English, Urdu, Hindi, Telugu

**REFERENCES**

* Available upon request.