Mohamed Siddique

☎ +91-7845045842 | ✉ mssiddique2010@hotmail.com|Tamil Nadu, India
https://www.linkedin.com/in/mssiddique

Personal Summary:

More than 15 years of experience in IT leadership, Supply Chain Management and achievement in leveraging technology to drive organizational growth, performance, profitability, and quality outcomes. Well dedicated and hard working person to the employing organization at the core level. Worked without any self boundaries in implementation and roll out of required technology needs to the business.

Experience:

Information Technology In-Charge

LuLu Hypermarket Al Ain, Abu Dhabi, United Arab Emirates

September 2008 – September 2021 · 13 years

(A Division of **LuLu Group International, Abu Dhabi, United Arab Emirates** [previously as "**EMKE Group**"] one of the leading Retail, Wholesale and Shopping Malls organization in MENA, GCC, South East Asia)

Main activities and responsibilities:

- Generate periodic business reports to the senior management.
- Provide IT and technical consultation to the senior management team to maintain sustainability of the business
- New Software and hardware to improve business efficiency.
- Educate end users upon new systems implementation.
- Design, prepare and execute asset/configuration management testing strategies and test scripts for new system implementation.
- Track and order necessary IT products that is required for our business under cost effective budget.
- Plan and schedule periodic update of OS patches, upgrade infrastructures, implementation of EDR (Endpoint Threat Detection and Response) & threat defense applications.
- Provide training to staffs on the importance of Cyber security and external threats to uphold the integrity of the company systems.
- Assist implementation of IT help-desk as part of ITIL with help of Manage Engine and GLPI to improve end users ticket, change, incident and asset management functions.
- Provide required documents and evidence to external audits, for successful PCI-DSS implementation requirement of the cashless systems [Card payments] in the Point of Sale.
- Implement required automation process at various departments to better the welfare of employees.
- Heading the team for uninterrupted L1,L2,L3 support to all business user's hassled tasks.
- Worked in-depth retail and wholesale business activities support on using SAP ERP HANA MM, SD, PP, BI modules.
- Implement AI activated CCTV systems in business premises.
- Organize online meetings and events to conduct remotely through Microsoft Teams, Zoom and Cisco Webex platforms.
- Engage on time SLAs with third party vendors and service providers for smooth implement and integrate their services to our business assets.
- Design, write contents on user friendly templates in software's and business process's standard operating procedures [SOP] documentations for learning.
- Configure software and other peripherals Servers, PC, PDA, IP telephones [Avaya], PABX, Wireless Access points, Router, NAS Storage, Electronic retail Weighing scales [Avery, Metller], POS [Fujitsu, ISS300, TP3K, TP.net, Wincor-Nixdorf] to fit into required business purpose.

Education:

Courses	Achievements
Honours Diploma in Computer Application CSC Computer Education Pvt. Ltd, Puducherry, India 2005-2006	Grade: **A**
Higher Secondary School Certificate (H.S.C) Sri Aravindar Higher Secondary School, Puducherry, India Public Examination Board of India. 2003-2005	Percentage: **86.67%**
Secondary School Leaving Certificate (S.S.L.C) [Metric level] Sri Aravindar Higher Secondary School, Puducherry, India Public Examination Board of India 2002-2003	Percentage: **92.6 %**

Certifications:

Microsoft Certified: Azure AI Fundamentals [AI -900] – Microsoft
Microsoft Certified: Azure Data Fundamentals [DP -900] – Microsoft
Microsoft Certified: Security, Compliance, and Identity Fundamentals [SC -900] – Microsoft
Microsoft Certified: Power Platform Fundamentals [PL 900] – Microsoft
Google Professional Workspace Administrator – Coursera | Google
Amazon Elastic Compute Cloud (EC2) Beginners Certification – Udemy
Oracle Cloud Infrastructure 2023 Certified Foundations Associate – Oracle
Cybersecurity Essentials – Cisco Networking Academy
Career Essentials in Generative AI by Microsoft and LinkedIn
Power BI Essential Training – LinkedIn Learning
Cybersecurity Foundations – LinkedIn Learning
Certification for Email Marketing – Sendinblue Academy
Jira Fundamentals Badge -- Atlassian University
Jira Service Management Fundamentals Badge -- Atlassian University
Search Engine Optimization – eMarketing Institute
Project Management Essentials Certified -- Management and Strategy Institute
OpenEDR Fundamentals – Xcitium
Vulnerability Management Detection & Response –Qualys
Cloud Security Assessment and Response –Qualys
Introduction to Internet of Things [IoT] -- Cisco Networking Academy
Data Analytics Essentials – Cisco Networking Academy

Skills:

System Support	Troubleshoot	IBM Lotus Notes	IT Help desk Management
Software Documentation	Microsoft 365	Procurement Management
Point Of Sale [POS]	Google Workspace	Inventory Management
SAP ERP HANA [SD, MM, BI, PP, QA]	Open Office	Libre Office	Portfolio Management
Microsoft Power Automate, Power Apps	Microsoft Azure	Supply Chain Management
Customer Relationship Management CRM	Microsoft Office Suite [Word, Excel, Powerpoint]	Negotiation
Office Administration	GLPI Helpdesk / Manage Engine	IT Consulting
Business Analysis	PCI-DSS Support	Leadership
Social Media	Windows / Linux OS / Mac	Virtualization
Marketing Secretarial Skills	Microsoft Power BI	Retail Category Management
Project Management	Cyber security – Metasploit,Wireshark	SQL, NoSQL Database
CCTV Implementation	Blockchain Technology	Internet of Things [IOT]
IT Service Management	Cryptocurrency	HTML	CSS	ASP	MongoDB
Team Work	Cloud Computing	SAP Business Intelligence
SCCM, Microsoft Intune	Web 3.0 basics	Web Development
Data Extraction	ETL / ELT	Database Administration
Git – Version Control	Jira Scrum / Kanban Boards	Amazon Web Services
Visual Studio Code – C#, .Net	Communication	Vulnerability management

Badges: