

# SUHAIL KHAN

## Senior IT Engineer

## CONTACT

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### ABOUT ME

Dedicated and detail-oriented Senior IT Engineer with a robust background in managing IT infrastructure, optimizing system performance, and ensuring seamless network operations. Proficient in leveraging cutting-edge technologies to drive efficiency and support organizational growth. Opera PMS and POS Ultra. Proven ability to analyze complex data sets, enhance online presence through strategic digital initiatives, and deliver actionable insights to support business decisions. Adept at coordinating cross-functional teams, managing IT projects, and maintaining high levels of customer satisfaction through effective problem-solving and communication skills.

### WORK EXPERIENCE

#### Senior IT Engineer 10/2024 - Present

INDIAN HOTELS COMPANY LIMITED  
MEGHALAYA, SHILLONG

- Responsible for managing the entire IT infrastructure for the 101-room property, ensuring seamless operations and support for all departments.
- Supervised servers, networking equipment, and hardware to maintain high availability and performance.
- Raised and managed tickets for interface or server issues, coordinating with vendors and support teams for prompt resolutions.
- Administered and supported hospitality-specific software such as Opera Cloud, POS Ultra, FX Spa, Ecobilz, and Prologic for property management, point-of-sale, and guest service operations.
- Monitored and maintained LAN/WAN and Wi-Fi networks, ensuring optimal connectivity and performance across the property.
- Managed server performance, updates, and backups to ensure business continuity and data integrity.
- Prepared and managed the CAPEX (Capital Expenditure) and OPEX (Operational Expenditure) budgets, ensuring cost-effective utilization of IT resources.
- Liaised with vendors for procurement, service contracts, and escalations related to IT equipment and services.
- Worked closely with various departments to implement IT solutions that enhanced operational efficiency and guest satisfaction.
- Maintained detailed records of IT incidents, configurations, and operational procedures.

#### IT ASSOCIATE 10/2023 - 09/2024

THE LALIT SURI HOSPITALITY GROUP  
NEW DELHI, DELHI

- Managed IT infrastructure, ensuring optimal performance and security of all systems.
- Provided desktop support, troubleshooting hardware and software issues for staff.
- Configured and maintained Symphony, Opera PMS, and HotLync systems to ensure seamless hotel operations.
- Administered network and server infrastructure, performing regular updates and backups.
- Developed and maintained comprehensive MIS reports, delivering valuable insights into IT performance and key metrics.
- Analyzed trends and identified areas for improvement through regular data updates.
- Coordinated the preparation and timely submission of RFPs, ensuring accuracy and timeliness.
- Collaborated with cross-functional teams to gather necessary information for RFP completion.
- Ensured accuracy and timeliness in report generation to support data-driven decision-making, comprehensive responses.

#### IT COORDINATOR 07/2022 - 07/2023

RHETORICA STRATEGIC COMMUNICATION  
NOIDA, UTTAR PRADESH

- Managed the installation, configuration, and maintenance of IT hardware and software systems.
- Administered network and server infrastructure, ensuring optimal performance and security.
- Coordinated IT support for end-users, resolving technical issues promptly and effectively.
- Implemented IT policies and procedures, enhancing system security and data integrity.
- Monitored system performance and conducted regular backups to safeguard critical data.
- Conducted IT training sessions for staff, improving overall technical proficiency and productivity.
- Provided technical support during business meetings and presentations, ensuring seamless IT operations.
- Collaborated with cross-functional teams to gather necessary information for RFP completion.

### INTERNSHIPS

#### IT Trainee 06/2022 - 09/2022

DECRYPTON PVT. LTD.  
LUCKNOW, UTTAR PRADESH

- Completed comprehensive training modules on IT support tools, network troubleshooting and software installation.
- Assisted in configuring and maintaining hardware and software systems, ensuring optimal performance.
- Developed a knowledge base of common technical issues and solutions, reducing resolution time for recurring problems.
- Consistently achieved daily targets set by the company.

#### OPERATIONS INTERN 04/2022 - 05/2022

SKILLBEE  
NEW DELHI, DELHI

- Initiated contact with UAE companies on WhatsApp to identify potential hiring.
- Successfully passed leads to the sales team.

### SKILLS



### EDUCATION

#### MASTER OF BUSINESS ADMINISTRATION

05/2023

A.P.J. ABDUL KALAM TECHNICAL UNIVERSITY  
GHAZIABAD, UTTAR PRADESH

#### BACHELOR OF COMPUTER APPLICATION

08/2020

CHAUDHARY CHARAN SINGH UNIVERSITY  
MEERUT, GHAZIABAD, UTTAR PRADESH

#### SENIOR SECONDARY

05/2017

CBSE  
DELHI, DELHI

#### SECONDARY

05/2015

CBSE  
DELHI, DELHI

### CERTIFICATIONS

- Certified in Big Data Hadoop with Python by CETPA Pvt. Ltd.
- 40 Hours Training in Cloud Computing by CETPA Pvt. Ltd.
- Fundamentals of Digital Marketing by Google.
- Certified in Technical Support Fundamentals and - Computer Networking by google.