

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 Engineer10/2024 - 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, Ecobillz, 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 ASSOCIATE10/2023 - 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
- 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 COORDINATOR07/2022 - 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 Trainee06/2022 - 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 INTERN04/2022 - 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

IT Infrastructure Management

Network Administration

System Configuration

Technical Support

Opera PMS

Desktop Support

Hardware Configuration

Troubleshooting

POS Ultra

Symphony

Microsoft Office Suite

Critical Thinking

Leadership

Quick Learning

Pressure Handling

Communication

Time Management

Team Collaboration

Optimism

Vendor Management

Computer Literacy

Project Management



EDUCATION

MASTER OF BUSINESS ADMINISTRATION05/2023

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

BACHELOR OF COMPUTER APPLICATION08/2020

CHAUDHARY CHARAN SINGH UNIVERSITY
MEERUT, GHAZIABAD, UTTAR PRADESH

SENIOR SECONDARY05/2017

CBSE
DELHI, DELHI

SECONDARY05/2015

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.