

# **Navdeep Singh**

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## **Objective**

Highly intended to work in a dynamic professional environment with a leading organization to contribute to a role of an IT Professional with core competencies in IT forte. Focused to deliver the best of IT Administration, Strategies, and Asset Investments under true CBA projections favoring establishment.

## **Experience**

Duration	Company	Designation
JUNE 2024 to till date	Oracle	Technical Product Support Specialist(OPERA Support)
JAN 2021 to MAY 2024	TAJ Hotel	IT Manager
May 2019 to Dec 2020	Kochar InfoTech	IT Operations AM.
Aug 2014 –July 2019	Datawind Innovations Pvt Ltd	Manager-IT- Systems Networking
Sep 2012-Aug, 2014	Kim Infrastructure & Developers Ltd	SR system & networking engineer

## **Academic**

- Master of Computer Application-Lovely Professional University
- Bachelor's in computer applications.
- Diploma in Computer Hardware & Networking- JETKING, Amritsar
- Certified Course in Basic Computer Application- Red Cross Society
- Certifications: Cisco Certified Network Associate (CCNA)

## **Technical Capability.**

Key Skills	Elaboration
Operating system	Maintenance of Linux, Windows- XP, Windows- 7, Windows 10, and Windows 11
CCNA Skills	Maintaining CISCO Routers & Switches.
CCNA Routed Protocols	IPV4 with Classless or Class Full Networks.
CISCO Securities	Access-List, NAT-PAT.
Routing Protocols	RIP -RIPv2, IGRP, EIGRP, OSPF, Static routing, dynamic routing.
CISCO Encapsulations	PPP, PAP, CHAP.
CISCO TCP/IP Protocols	DHCP, DNS, TELNET, SSH.
CISCO Switching Protocols	VLAN, VTP, Ether channel.
Hardware	Assembling & dissembling PC, Laptop, and Projector.
Application	OPERA, POS ULTRA, Microsoft Office 2010, 2012,2016 and Outlook / ERP/ SAP/tally
Server 2008,2012	Remote Service, active directory, DHCP, DNS, BACKUP. System security, group policy, WDS.NTFS permission, ADC, FOC, NLB, ROC.
Projectors	Maintenance and Assembling & dissembling of Christie and Panasonic projectors.
Wireless router configuration	Belkin, Tp-link. Mikrotik router, Dlink.

Firewall	Kerio Control, Cyberoam, Sophos, Mikrotik, ZYXEL, firewall rules, and VPN.
CCTV	Maintenance of wired, wireless, and IP CCTV cameras.

## **Oracle, Amritsar KRA.**

### **1. Technical Support & Issue Resolution**

- Provide Level 1 & 2 technical support for OPERA Property Management System (PMS) and related hospitality applications.
- Troubleshoot and resolve application issues, database errors, and configuration problems.
- Assist customers with system performance issues, connectivity problems, and application failures.
- Log, track, and manage customer service requests (SRs) using Oracle support portals.

### **2. Customer Interaction & Communication**

- Engage with global customers via email, phone, and remote sessions to provide technical assistance.
- Maintain a high level of customer satisfaction by delivering timely and effective resolutions.
- Explain technical solutions in a clear and concise manner to both technical and non-technical users.
- Escalate unresolved issues to the appropriate internal teams while keeping customers informed.

### **3. OPERA System Administration & Configuration**

- Guide customers in configuring OPERA modules such as Reservations, Front Desk, Billing, and Housekeeping.
- Assist in user management, role assignments, and access control settings in OPERA.
- Provide support for database updates, patches, and system upgrades.

### **4. Collaboration & Escalation Management**

- Work closely with development, product management, and engineering teams to resolve complex technical issues.
- Collaborate with other Oracle support teams to ensure seamless service delivery.
- Follow escalation procedures and service-level agreements (SLAs) to meet customer expectations.

### **5. Documentation & Knowledge Management**

- Maintain detailed case notes, troubleshooting steps, and resolutions for future reference.
- Contribute to the knowledge base by creating technical documentation and FAQs.
- Participate in internal training sessions to stay updated on OPERA enhancements and new features.

### **6. System Monitoring & Performance Optimization**

- Assist customers in monitoring system performance and identifying potential issues.
- Provide recommendations for optimizing OPERA PMS settings and configurations.
- Support integration of OPERA with third-party systems such as payment gateways and reporting tools.

### **TAJ, Amritsar KRA.**

Responsible for IT operations for Taj Hotel with a team strength of 2 Engineers

- Installation and maintenance of the Opera Hotel version 5.0.03.03 having its complete module for the front office, reservation.
- Installation and maintenance of POS Touch.
- Maintenance of all the opera interfaces version 8 with Touche, Alcatel Lucent Omni.
- Email Solutions Office 365
- Maintenance systems and Servers Backup.
- To evaluate the IT needs of Various Departments and help the management to arrive at proper investment and systems solutions.
- Vendor-client relation Management, purchasing of the best product at minimum.
- Maintain All Daily, Weekly & Monthly Server backups, Server Room temp reports, Server HDD space Reports, Daily backup Reports, and Patch Updates reports.
- Managing the IT team, preparing the duty roster, aligning duties, and seeking to report.
- Health check-ups of servers, storage, switches, and Routers.
- Escalate issues to the GM IT as necessary.
- Sending status reports to the cooperate IT every week.
- Configuring and maintaining KOT printers, Slip Printers, Network Printers etc.

### **IT Management:**

- Spearheaded the IT department, overseeing the planning, implementation, and maintenance of technology infrastructure to ensure seamless hotel operations.
- Managed the integration of innovative technologies to enhance guest services and streamline internal processes.

### **Manager on Duty (MOD):**

- Diligently served as the Manager on Duty.
- Successfully addressed guest concerns, resolved issues promptly, and ensured a high level of customer satisfaction.
- Exercised decision-making authority in the absence of higher management, contributing to the smooth functioning of the hotel.

### **Kochar's KRA**

Responsible for IT operations for the branches of center One Kochar and Kochar at Lawrence Road with a team strength of 8 Engineers

Key Responsibilities:

**Worked with various clients like – Airtel, Vodafone, Idea, Indiamart, Meesho, DOC APP, ICICI, and Cars24.**

- Manage the IT budgets and expenditures on hardware and software.
- To manage the IT team, prepare the duty roster, align duties, and seek to report.

- Ensure that appropriate action is taken to anticipate, investigate and resolve problems in systems and services.
- Managed LAN, WAN, Intercom, CCTV, PRI Lines, gateways, and Servers- Inbound Calling & Outbound Calling.
- Sending status reports to the internal client every week.
- Health check-ups of servers, storage, switches, Firewalls, and Routers.
- Preparing KPI and productivity reports for the team.
- Ensuring all incidents are properly documented and tracked and resolution occurs within the client Service Level Agreement.
- Generate pending Incident reports, prioritize based on aging /impact/customer dissatisfaction, and drive for closure.
- Helped the organization in reducing the risk and the consequent reduction of the impact of failure as a part of business continuity management.
- Build and maintain team/unit/client relationships.
- Escalate issues to the Manager/Management's members as necessary.
- Maintains an informed status by attending meetings for internal or customer-specific information, communicating to staff as appropriate
- Responsible for preparing weekly dashboards for overall/Closed incidents, KPI reports, and team performance.
- Designed the IP addressing scheme using subnets. Configuring Routers and Switches

#### **Datawind's KRA:**

(Responsible for IT operations for Gurgaon and Amritsar with a team strength of 10 Engineers and 2 Assistant Managers Managed to complete IT infrastructure, setting a new system & process as per business requirement.

- Managed LAN, WAN, Intercom, CCTV, PRI Lines, and Servers- Inbound Calling & Outbound Calling bot.
  - Upkeep and maintenance of ERP Server.
  - Successfully Implemented HRMS software with the HR team.
  - Maintenance of servers 2012 and Linux servers for outbound and inbound calling.
  - Vendor Management for random solutions as and when required and finalizing the quotes.
  - Successfully Implemented call center setup.
  - Maintaining connectivity between Gurgaon, and Amritsar sites for call flow management.
  - Dealing with PRI service providers, lease line providers for the upkeep of lines, and billing solutions.
  - Knowledge of DHCP, Mikrotik, FTP, FIREWALL, Wi-Fi routers, Win server 2012.
  - Firewall Maintenance and ensuring preventive maintenance from online threats.
  - Maintain the ERP server and coordinate with the ERP vendor according to the client's requirement ➤ Managed DHCP and VPN.
  - Designed the IP addressing scheme using subnets. Configuring Routers and Switches.
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## **Hobbies**

Listening to Music, Working on the system, Long Drive, Setting-up computer networks.

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## **Achievements-**

- Successfully completed the project of FCS for Taj Hotel Amritsar.
  - Promoted as Manager IT within 2 years in the Datawind organization.
  - Successfully Completed the Decentralization project of Call Centers for Chennai, Mumbai, and Gurgaon branches of the Datawind Company.
  - Set up a completely new site in Hyderabad for Call Centre for 250+ Seats and related infrastructure.
  - Complete IT infrastructure setup for 2 offices in Amritsar with parallel running the old office and switching smoothly to a new one.
  - Have experience successfully setting up VPN for 750 WFH users during the Covid period in (Kochhar Infotech).
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## **PERSONAL DETAILS**

- Father's Name: Karamjeet Singh
  - Date of Birth: 13th January 1989
  - Languages are known: English, Hindi, and Punjabi
  - Permanent address: 633-B, New Amritsar Colony, Amritsar, Punjab
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Signature

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