

BUBIN KORAH MATHEW

IT Specialist ,PMP & ITIL V4 Foundation Certified



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LANGUAGES

- English (Fluent)
- Arabic (Intermediate)
- Hindi (Fluent)

SUMMARY

A highly skilled IT professional with extensive experience in systems administration, technical support, and application maintenance within the food service and industrial sectors. Proficient in managing POS systems such as Foodics, Micros, and Odoo ERP alongside expertise in Google Workspace, Fortinet Firewalls, and VPN configurations to enhance operational efficiency. Demonstrated capabilities in implementing ERP systems, streamlining sales automation using RoutePro, and providing comprehensive hardware and software support across various roles. Holds a Bachelor of Science in Information Technology from IEC University and a Diploma in Computer Hardware & Networking from Luna Institute of Engineering. Possesses industry-recognized certifications including PMP and ITIL V4 Foundation. Seeking opportunities to leverage expertise in IT management and process optimization within dynamic organizations.

WORK EXPERIENCE

2024-05 -
present

IT Support Manager

Greens Leaves Food Co, Riyadh, SA

- Oversaw the management of Foodics, Micros POS systems, and Odoo ERP to ensure efficient operations and system reliability.
- Administered Google Workspace tools to enhance organizational productivity and collaboration.
- Maintained and resolved issues with ZKTeco devices across multiple branches to ensure uninterrupted access control and attendance tracking.
- Coordinated partnerships with food aggregators to improve delivery service integration and operational efficiency.
- Directed the deployment of technical support ticketing systems, streamlining support workflows for improved issue resolution.

2023-01 -
2024-04

IT Application Maintenance & Support Specialist

Aknah infotech, Riyadh, SA

- Oversaw **IT Application Maintenance** for restaurant POS management software, ensuring reliability and operational excellence.
- Provided expert technical support, resolving hardware, software, and networking issues to minimize downtime.
- Implemented **ERP and Van Sales Systems**, enhancing operational efficiency and streamlining business processes.
- Developed and updated technical documentation and support guides for end-users.

2021-10 -
2022-11

IT Systems Administration & Support Specialist

Pure Beverages Industrial Co, Riyadh, SA

- Managed **RoutePro** for sales automation, including route creation, mapping, and optimization.
- Administered **Office 365** and **Active Directory**, ensuring efficient user management and workflows.
- Configured and troubleshot **HHT (Handheld Terminal)** devices using **MobiControl (SOTI)**.
- Managed **Fortinet Firewalls** for secure VPN access and user authentication.
- Developed IT training modules, including **RoutePro training programs** for sales teams.

2007-08 -
2021-02

Senior IT Support

Bazbaza International Trading Co, Riyadh, SA

- Monitored and maintained **networks, servers, and IT infrastructure** for optimal performance.
- Managed **NCR Aloha POS systems**, including menu and inventory configuration.
- Administered **Google Workspace** and **Avaya Central Telephone Systems** for seamless business operations.
- Configured and maintained **Palo Alto Firewalls** for robust network security.
- Conducted IT training programs to enhance team proficiency with technology and tools.

EDUCATION

2013 - 2015

Bachelor of Science

IEC University

2013 * 2015

Information Technology

Bachelor of Science, IEC University, India

2000 - 2003

Diploma in Computer Hardware & Networking

Luna Institute Of Engineering

Diploma in Computer Hardware & Networking,

PERSONAL DETAILS

- **Date of Birth:** 29/05/1983
- **Nationality:** Indian
- **Passport No:** W8052993 (Valid until Feb 2033)
- **Iqama No:** 2561042470 (Valid until Feb 2026)
- **Driving License:** Saudi & Indian

TECHNICAL SKILLS

- **Operating Systems:** Windows
- **POS Systems:** NCR Aloha, Foodics, Micros, odoo POS
- **Sales Automation:** RoutePro
- **CMS:** WordPress
- **Designing :** Photoshop
- **Networking:** CCNA, Fortinet, Palo Alto Firewalls
- **Cloud Platforms:** Google Workspace, Office 365
- **Mobile Device Management:** MobiControl (SOTI) Remote access software
- **ERP :** ODOO

CERTIFICATIONS

- Project Management Professional (PMP)® Issued by [Project Management Institute](#)
- ITIL V4 FOUNDATION Certificate in IT service Management issued by PeopleCert
- CCNA course completed
- SAP BASIS course Completed

LICENSES

- Saudi Engineering Council Registered
- PMP Certified
- ITIL V4 Certified

HOBBIES & INTERESTS

Reading, Music, Traveling

PORTFOLIO

Certified Badges

