

Eby Sebastian

IT SYSTEM ADMINISTRATOR / SUPPORT
ENGINEER

Professional Summary

Experienced IT Assistant with 7+ years in managing IT systems and infrastructure in the UAE hospitality sector. Proven ability to maintain hotel networks, PMS systems, POS, NVRs, and access points with minimal downtime. Strong background in troubleshooting, system administration, and technical support for users and guests. Focused on delivering reliable IT operations that enhance guest satisfaction and support smooth hotel management.

Employment History

IT Coordinator, Sandy Beach Hotel and Resort, Fujairah, UAE

09/2021 - 10/2025

- Manage and maintain complete hotel IT infrastructure, ensuring stable operations across departments
- Configure and support routers, switches, and access points (TP-Link, Mikrotik, D-Link)
- Install and manage NVRs and 130+ IP cameras for hotel-wide surveillance
- Provide first and second-level IT support to staff and guests
- Handle email configurations and user management in Microsoft 365
- Coordinate vendor services for IT procurement and system maintenance
- Maintain PMS and POS systems (WinHMS, Prologic Touche) and resolve related issues promptly
- Document IT assets and ensure all devices are up-to-date with firmware and security patches.

Purchase Assistant

07/2022 - Present

- Supported daily purchasing operations for IT and other departments
- Sourced quotations, prepared LPOs, and tracked supplier deliveries.
- Maintained accurate records of Suppliers and inventory levels.

IT Support Engineer, Muthoot Fincorp, Trivandrum, Kerala

09/2018 - 06/2021

- Delivered comprehensive remote and onsite technical support for a network of Muthoot Fincorp branches
- Troubleshoot and resolved issues with DVR systems, escalating critical incidents to maintain branch security
- Managed service tickets from creation to resolution
- Generating daily status reports for management.

Education

Bachelor of Computer Applications, Bharathiar University, India

Higher Secondary Education , G.H.S.S Thrickodithanam, India



Personal Details

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Courses

Cisco Certified Network
Associate (CCNA)

Microsoft Certified

Solutions Expert(MCSE)

Skills

Network Troubleshooting & LAN
Maintenance

Access Point & Router Configuration

CCTV & NVR Installation

PMS & POS System Support

Microsoft 365 Administration

ERP Systems & Inventory Manage-
ment

IT Security & Backup Management

Languages

English

Hindi

Tamil

Malayalam