

Joseph G

Contact

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PROFILE

Objective Seeking a position within the Information Technology department as an IT Operations and Project Manager.

Key capabilities Possess 14+ year of IT experience on varied areas; extensively in Designing and Project managing windows and Web based applications in Microsoft technologies.

In-depth domain knowledge viz.; Travel, Golf management, Event managements, Networking aspects and functional activities.

Availability Immediate

TECHNICAL SKILLS

Proficient or familiar with a vast array of programming languages, concepts and technologies, including:

<ul style="list-style-type: none">▪ SDLC, UML Design▪ DB Design▪ .NET Framework▪ ASP, PHP, DHTML, ISAPI▪ JavaScript, Jscript,▪ OOPS Concepts▪ Com Component	<ul style="list-style-type: none">▪ C#,ASP.Net,VB.Net▪ SQL Server, MySQL▪ XML and Web Services▪ Multi-tier development▪ Windows API▪ AJAX Toolkit▪ Crystal , MS SQL Reports	<ul style="list-style-type: none">▪ Windows, Linux▪ Apple MAC▪ Etisalat E-Payments▪ Live, On-demand Video streaming	<ul style="list-style-type: none">▪ Domain / Client Server▪ Network infrastructure▪ Proxy/Firewall system▪ MS Exchange Mails▪ Google Apps
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EDUCATION

- **PMP** (Project Management Professional) (Currently Pursuing)
- **MSC IT** – (Master of Information Technology)
- **B.Com.**, (Bachelor of Commerce – Cost Accountancy)
- **MOC 2310** - Developing Web Applications using MS Studio.NET (ExecuTrain – Dubai).
- **Diploma in Dot Net technology** at SSI, Chennai
- **E-Com Master in ASP.NET** from Athene Softech Ltd. (Authorized Institute of WWW, Zenewa, Switzerland), Chennai, Tamilnadu, India.
- **ADCP** - Advanced Diploma in computer programming(CDAC Gist, Govt. of India)

HIGHLIGHTS – Experience and Qualification

Proficiency:

- Excellent knowledge in SDLC Design and project implementation, functional and database diagram models, Client co-ordination, managing the development team, time, quality & cost budget scheduling, handling on demand training.
- Object-oriented design, Multi-tier development, Remote Database syncs, Web Services, API, skilled at progressing from problem statement to well-documented designs & comprehensive problem –solving solutions experience that address the business requirements.
- Complete responsible for International Golf Tournament and Media activities for IT support and Internet around the golf club and pre-tournament activities and planning.
- Live hosting and broadcasting of Golf Tournament Streaming and On-demand videos.
- Capable of mastering new technologies quickly. High level understanding of the modern computing theory and practice.
- Research and evaluate platforms, servers, tools and technologies.
- Accustomed to producing quality work with excellent communication skills

Experience :

- **Jun 2006 to Till Date** : As an IT Project Manager at Golf in DUBAI LLC (Emirates Golf Club), under subsidiary of Dubai Investment Corporation., Dubai, UAE.
- **Aug 2003 to June 2006** : As a Team Leader, systems analysis and Development at Destinations of the World LLC (Al Babtain Group) Dubai, UAE.
- **Aug 2001 to June 2003** : As a Senior Programmer, Development, Franchise Management at Destinations of the World LLC (Al Babtain Group) Dubai, UAE.
- **Nov 1998 to Oct 2000** : As a GRAPHIC and WEB DESIGNER at Usman Signs & Adv., Sharjah, UAE.
- **Aug 1996 to Oct 1998** : As a Web Designer and Faculty at Cossmo Systems (CDAC - GIST),India

WORK EXPERIENCE

Golf in DUBAI LLC (Emirates Golf Club),Dubai, UAE

[Jun 2006 to Till Date]

IT Project Manager

- Responsible for Planning, Designing, Documentation, Development, Hosting, Data Migration and Backups for Intranet and Internet web based (on-line and off-line) applications.
- MS SQL server data management and data migration between Hosting Online and offline servers using Web services and API technologies.
- Customer and Vendor relationship management (n house software)
- Email Management System for E-Newsletters and other communications.
- Online Ticket sales and Tournament activities.
- Managed the dedicated web and database servers.

- Domain setup, configuration and maintenance of the web sites.
- Tournament Internet, Wi-Fi and website activities, Live streaming, on-demand videos.
- Implemented Etisalat E-Compayment 3D secured payment system.

Components

- www.GolfCentral.ae: A unique Central Reservation online system for the golfing needs for the golf Clubs around the World. This project includes WEB interface and Club Backoffice system
- www.GolfinDubai.org: Website developed with Tournament, day to day activities and newsletters
- www.UgaGolf.com : UAE Golf Association website of Govt of UAE

Tournament Websites

- www.DubaiLadiesMasters.com, www.DubaiDesertClassic.com
- www.IndianMasters.org, www.IndianLadiesMasters.com.

Key Responsibilities:

- **Central Reservation project management** (CRS) - Planning and executing accordance to the strict project budget constraint.
- **Customer Relationship Managerment**(CRM) – Developed in house CRM software which is integrated to company websites and Email Management system for our customers, suppliers communications.
- XML and Web Service interface. Data migration and Updates between on-line and off-line servers between the golf clubs and live system.
- Managed the enhancements of additional features as and when required in the CRS.
- Planning, maintenance, and accessibility of Web site content in a way that ensures the consistency of the Web site's look and feel as and when required.
- Implemented COMTrust -3D E-payments secured system for CRS, UGA JDP systems, DDC and DLM ticketing and overseeing the efficient operation of the same on day today basis.
- Intranet Development, Exchange server maintenance and Daily backups.
- Configured two company servers (Web server and Database server) which include Installation, administering and optimize servers and related components to achieve high performance of the various business applications supported by tuning the servers for best performance as necessary.
- Troubleshooting Central Reservation applications by online support for internal clubs as well as external consumers.
- Troubleshooting and maintenance of web servers and Database server as and when required and having effective communication with the hosting company for any issues.
- Effective issue management and coordination with Accounts, Clubs and Customers for Central Reservation related issues like payments, refunds, allocations and amendments
- Developed Junior Development Program (JDP) online system for UAE Golf Association and Co-coordinating with Accounts, Clubs and Customers for JDP related issues like payments, refunds, allocations and amendments.
- Managed variety of tasks including setting deadlines, assigning responsibilities, monitoring and summarizing progress of the project.
- Vendor relationships and manages the purchase of hardware and software products.
- Communication and Internet and Wi-Fi connection responsibility for the international Media, golfers

and partners during the Tournament in India and Dubai.

Destinations of the World LLC (Al Babtain Group) Dubai, UAE

[Aug 2003 to June 2006]

Team Leader, systems analysis and Development

- Planning, Designing, Documentation, Development, Hosting, Data Migration and Backups. Configuration and Maintenance of the web sites.
- Customer and Supplier relation.

Components

- The Central Reservation system (www.DOTW.com , www.DotWorld.ae)
- The system replaces the existing distributed reservation system by centralizing all mass reservations & bookings thereby integrating web and individual franchisee back office systems all over the world.
- The system is built using .NET technology (Asp.Net, C# & MS SQL Server 2000).
- The system provides some apparent advantages over existing system like
 - Largely decreased response time with real time booking features
 - Enhanced contracts and inventory management over allocations.
 - Consolidated information and reporting features
 - Updating database at real time
 - Advanced user security
 - High availability with network load balancing in a secure environment
 - Multilingual support
 - XML and Web Service interface which supports our inventory integration with other websites.

Key Responsibilities:

- Involved in the complete system study and life cycle evaluation of the project.
- Design database to meet Management report and field-sales information needs.
- Document & Implement and Training the system at company's regional & technical centers.
- Have implemented the integration of Comtrust 3D Payment Secure gateway system in the website, which is a revised and secured version of credit cards payments thru WEB.

Destinations of the World LLC (Al Rostamani Group) Dubai, UAE

[Aug 2001 to June 2003]

Senior Programmer, Development, Franchise Management

- The Intranet Back office application development, migration and reports.

Key Responsibilities:

- Back office (Reservations integrated with accounting system – INTRANET)
- One of the Team members in the earlier project, which was to develop a browser-based 3-tier application (Back office) using ASP, VB and MS SQL Server 2000. Have played a major role to design and develop the Accounts, reports, MIS and bookings module.

- Finished project for Virtual Agents to access our data and process bookings online over the WEB.
- Successfully completed the Networking, Data Migration and Back office Implementation in the Franchisee Offices located in Malaysia, Singapore, Kuwait, Qatar and Jordan. On-call/Online support to the franchisees located in UK-London, Austria – Salzburg, Australia-Sydney.

Usman Signs and Advertising, Sharjah,UAE

[Nov 1998 to Oct 2000]

GRAPHIC and WEB DESIGNER

Key Responsibilities:

- Graphic Designing, Web designing, Hosting, Maintaining the Web Site & Customer Relation
- Web Site Design for the company to display all the advertising product samples of the company. Hosting, updating and maintaining the Web site. Maintaining the Customer Relation. Maintaining local Network & hardware.
- Graphic Design for various Advertising Products using high level designs such as Display of Theme signs for Cinemas, Hotels, Restaurants, Shopping Centers, Indoor design signs etc..

Acme Systems / Cossmo Systems (CDAC - GIST),India

[Aug 1996 to Oct 1998]

Web Designer and Faculty

Key Responsibilities:

- Developed and tutored subject viz.; about HTML, DHTML, FLASH and Web Developing Tools
- Developing and Designing the Web page by using WinNT, IIS, Macromedia Dream weaver, Flash and DHTML Involved in Hosting the Application.
- Instructor in Visual Basic, MSOffice, Graphics Software's
- Handling projects in Visual basic for College projects.

PERSONAL DETAILS

Nationality	:	Indian		
Date of birth	:	18 April 1975		
Passport No	:	G 7885495 Valid until 2018		
Visa Status	:	Transferable		
Driving License	:	UAE Driving license.		
Languages	:	English, Hindi (fluent)	Tamil (native)	Telugu, Malayalam (speak)