Prakash Leema

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Sr. NW Engineer

Dedicated, and self-motivated, **I.T. Sr. level professional with over 10+ years of experience in**, , analyses and execution activities of networking solutions, Networking, Data Management, setting up total IT solutions for new offices Network Admin, IT Project Management, Network Administration, IT Infrastructure Management, Network Troubleshooting

- Comprehensive understanding of networking concepts pertaining to LAN, WAN, security, IT communication, WAN protocols, Networking devices administration and maintenance in multi-platform environments. Through in installation and maintenance of servers, scanners and desktops.
- Adept in analyzing information system needs, evaluating end-user requirements, custom designing solutions, troubleshooting for complex information systems management.
- Adept at providing technology-based business solutions, providing strategic and tactical direction, aimed at achieving optimum resource utilization.
- Demonstrated leader with skills in communication with excellent relationship management, analytical and organizational abilities.

Academic

- Master of Business Administration (IT) from JAIPUR NATIONAL UNIVERSITY, JAIPUR
- Bachelor of Computer Application (BCA) from Nehru Institute of Management Studies, JHARKHAND
- Engineering Diploma (Computer Applications), Board of Technical Education, Bangalore.

Career Highlights

Since April'16 with Terumo Middle East DAFZA, Dubai (UAE) as Chief IT Engineer
(An organization involved in manufacturing of all kinds of medical products)

Role:
- Managing over all IT infrastructure (ERP, Networking, firewall)
- Supporting End users IT requirements, managing IT team.
- Configuration Maintenance, Troubleshooting of Networks Equipment.
- Implementing and maintaining MS SQL Server under client server environment, Exchange.
- Evaluated various ERP systems like Oracle EBS, Orion, SAP and local ERP'S.
- Supporting technical team for servers and ESP installation/ configuration.
- Extracting legacy system data for data migration, Azure, File Server Migration
- Providing IT infrastructure facilities to implementers.
- Hardware sizing for SAP systems.
- Installation, Post-installation and configuration of SAP ECC 6.0 SAP BI 7.0, SOLUTION MANAGER 7.0
- Installed ECC 6.0 Dialog Instance.
- SAP Load balancing.
- Creating users and assigning authorizations to the users.
- Monitoring and managing user sessions, unlocking users.
- Performing authorization checks on authorization failures
- Downloaded and applied SAP Kernel, Support Packages & SAP NOTES.
- Maintenance of SAP servers and supporting functional consultants.
- Oracle database administration, backups and performance tuning.
- Implementation of Active Directories
- Implementation of Group Policy in domain.
- Implementation of TCP/IP services like DNS, DHCP etc.
- Troubleshooting of Microsoft Office products, MS Outlook & Outlook express.
- Troubleshooting of MS Exchange Server and Mail Server

Environment: ECC 6.0, Windows 2008 Server, Oracle Database Oracle 10g

Mar'06 to Mar'16 with Terumo Corporation, Dubai (UAE) as Team Lead, DBA
(An organization involved in manufacturing of all kinds of medical products)

Key Assignments
- Day to day administration and operational support, such as user management and password management, performance monitoring, file system space management
- Independently managing complete DBA activities as well as IT Infrastructure for the organization.
- Managing in-house ERP project using Developer 2K, Oracle 11g and providing DBA support. Factor System application has the modules like Inventory, Accounts and Asset Management.
- Working upon major modules including Accounts Payable, Accounts Receivables, General Ledger, Fixed Assets, Cash Management, Inventory, and Order Process.

- ⌘ Overseeing data migration, data conversion, and data loading through SQL*Loader.
- ⌘ Migrating database from Oracle 8i to 9i and 10g/ Oracle 8.1.6 to 9i.

- ⌘ Maintaining and improving production, archiving Oracle database.
- ⌘ Implementing Oracle database security and patching, Oracle database capacity analysis and planning.
- ⌘ Handling the installation, configuration and administration of Oracle 11g Server and creation of databases.
- ⌘ Assisting in logical and physical database design.
- ⌘ Structurally modifying databases for implementing design changes. Installing, configuring and administering Developer 2K runtime on Windows XP/ NT 2000. Establishing connectivity through net service source.
- ⌘ Maintaining and enhancing existing modules.

Environment: Oracle D2K, Oracle 9i, Oracle 11g and Oracle Reports

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Jun'05 to Feb'06 with Naseba Communication FZ LLC, Dubai Media City (UAE) as IT Manager
(An organization engaged in producing, promoting, congress, expo or forum format depending on the market with ultimate focus on knowledge expansion)

Key Assignments
- ⌘ Played a key role in the set up of the IT infrastructure at the new branch office and supervised their administration. This included team management and development.
- ⌘ Configured Firewalls and VOIP connections.

Role:
- ⌘ Overseeing the installation, configuration and administration of MS SQL Server database and Windows NT servers. Maintaining CCmail sever.

Mar'03 to Dec'04 with GlobalTech FRZ LLC, Dubai Internet City (UAE) as Computer Engineer
(First inbound / outbound call centre, with several campaigns from USA / UK / Australia)

Key Assignments
- ⌘ Managed the implementation and administration of Cincom Encompass, of Cincom (involved in providing world class IT solutions to over 1000 customers in 93 countries). *Cincom is one of the few companies in the information systems industry that offers feature-rich, high-performance solutions in CRM including Call Center, Customer Care & Telecom Billing, ERP, Document Management System etc.*
- ⌘ Merit of conceptualizing, planning and managing consulting business in the area of CRM including Pre-Sales and technical presentations.

Role
- ⌘ Implementing and maintaining MS SQL Server under client server environment
- ⌘ Creating new databases and users. Defining backups, export and monitoring user security on MS SQL Server.
- ⌘ Managing the complete project involving implementation of tasks on various campaigns.
- ⌘ Providing MIS Reports.
- ⌘ Configuring Campaign, Remote Predictive and local predictive.
- ⌘ Providing both operational/ technical assistance and education on the CRM being used in the Call Center.
- ⌘ Supporting the team, right from problem identification and diagnosis to complete satisfactory technical support, logging and keeping track of all the problems and escalating them to the vendor, if required.
- ⌘ Coordinating with in-house Quality and Operations team for resolving CRM-related aspects.
- ⌘ Providing campaign creation, agent configuration etc., steps to the Quality team for documentation and records.
- ⌘ ***Handling DGVOX voice logger operations.***

Environment: Cincom Encompass (CRM), Dialogic CT-Connect, Nortel Meridian, Nortel Passport, Gradient PC-DCE,

Workflow Management, Windows2000, MS SQL Server 2000, Oracle 8i, Visual Basic 6.0, Crystal Reports 7.0, DG VOX Voice Loggers.

Dec'01 to Mar'03 with Vanilla UAE Ltd., Jabel Ali Free Zone (UAE) as Programmer / System Administrator
(An organization chiefly in the music industry, getting music rights from various artists over the world and producing CD"S / VCD /VHS etc.)

Key Assignments
- ⌘ Handled assignments involving maintenance of all modules with source code of Horizon, an ERP system, including Inventory, Accounts, Payroll and production.

Role:
- ⌘ Enhancing the ERP application.
- ⌘ Supervising network administration (for a network of 50 Windows work stations and windows server with MS SQL Server) and database administration related activities.
- ⌘ Programming and maintaining custom manufacturing application.
- ⌘ Developing the data access layer. Designing Crystal Reports for application.

Environment: Visual Basic 6.0, SQL Server 2000, Crystal Reports

Dec'98 to Nov'01 with Khodayss Systems Ltd., Bangalore (India) as Programmer
(Incorporated by the Khoday Group of Companies. The Khoday Group diversified into Information Technology with this new division to cater to the burgeoning need for IT Products and Services in the Market.)

Key Assignments
⌘ Handled the development and implementation of ***Financial Accounting (FA)***, a general purpose accounting software supporting all types of voucher entries, and also tracking Transactions of each Account. It organises accounts in tree-like structure, provides flexibility to integrate with any other modules, zooming option on any account, etc. It also supports high speed DOS based dot matrix printers and other printers.

Role:
⌘ Developing the application in all aspects of Software Development on VB 6.0.
⌘ Handling Software Development Life Cycle utilizing test, staging production processes.
⌘ Developing reports using Crystal Reports and importing data from text files to SQL Server database tables.
⌘ Designing database & holding discussions with Development Staff, Management, Internal Users and Customers.

Environment: Visual Basic 6.0, SQL Server 2000, Crystal Reports

References can be provided upon request