**Eapen M Mathew** 

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**Statement**

Highly skilled and motivated IT Manager/ Director with broad knowledge of all systems related to hospitality industry. Passionate about excellence and experienced project manager with proven track record. Strong communication skills and dedicated to ensuring optimum results.

**Executive Profile**

**Pre Openings Team Head**

**IT Management**

**Hospitality IT**

**IT Projects**

**Organizational Development Performance Management**

**Policy Formulation**

**Trainings**

**Standard of Procedures**

**Annual Budgeting**

**Department Administration**

**IT Operations**

**Hotel Management**

**Team Work**

* Currently working as, **IT Manager** with **The Chedi, Sharjah** (**Sharjah’s first ultra-luxury hotel**) since Pre Opening and successful hotel opening
* 17 years of hands on experience as an Information Technology Professional in Hospitality Industry
* 9 Years of experience as an IT Manager /Director and Department Head
* Hands on experience in hotel IT Operations and Planning for the hotel business
* Highly experienced in Hotel applications such as Opera, Oracle Hotel Mobile, Micros, SIMPHONY, Infrasys, Door Lock Systems, Call Accounting systems, Voicemail Systems, FCS, FBM, JANA, IP TV’s etc.
* Proficient in Windows Server 2008/2012/2016/2019 and SQL
* Thorough knowledge of Server Virtualizations, Domain Controllers, EMC, NetApp Storage, EMC Backup, Veeam Backup, Cisco, Meraki and HP networking
* Proficient in Cisco, Meraki, Aruba and Ruckus wireless networks
* Proficient in Exchange Office 365 and G-Suit Email platforms
* Highly experienced in Windows and Apple OS platforms
* Understand all the department working procedures and perform the related tasks as described
* In depth understanding of Cisco and Avaya Telephone systems
* Annual Budget setting for the projects and operating expenses for the Hotel operations
* Capable professional with strong people skills, active team member and work constructively to successful outcomes
* Results driven
* Handling all types of hospitality business applications and setups
* Excellent communication, organizational & managerial skills
* An enthusiastic person with the ability to interface cordially at all levels
* Experienced Hotel Operator and Duty Manager
* Pre-Opening Team Head **The Chedi, Sharjah** (2018). Team member **The Cove Rotana** (2008 – 2009) and **Amwaj Rotana** (2009 - 2010)

***Career Sketch***

**Organization: GHM Hotels – Pre Opening IT Manager with THE CHEDI, Sharjah “Leading Hotels of the World”- UAE since April 2018**

***Accountabilities:***

* Headed Pre Opening Team to open successfully Sharjah’s first **Ultra Luxury Hote**l.
* Lead the IT Project, coordinated with contractors and suppliers.
* Planned and Implemented project critical path, set and updated each stage of the project to meet the hotel opening date
* Implementation of latest hotel technologies such as Oracle Hotel Mobile, Digivalet Room Management System and 3C Pay Table, Shiji Payments
* Planning and execute ICT training for users before hotel opening.
* IT policy formulations, Creating Forms and Standard of Operating Procedure
* Ensure data availability, reliability and backups (internal and external)
* Maintains licenses for all the software’s installed in the hotel.
* Creating hotel, IT contingency plan and testing backup recovery
* Designed and Implemented the hotel PBX, dialing plan, pickup groups, hunt group etc.
* Install all servers, workstations and applications. Implemented and administrated the entire network (LAN WAN Firewall, ISP Services and IPTV Channels)
* Assist and advise owners and consultants on value of project proposals and ensure standards are not compromised.
* Provide clear leadership for high quality of technology service to all departments in the hotel operation

***Career Sketch***

**Organization: Rotana Hotels – IT Manager with Centro Barsha, Dubai - UAE (2012 April – 2017 December)**

***Accountabilities:***

* Maintaining and Administrating Hotel Servers/ Computers, Hotel Applications, Wireless Systems, Telephony Systems, Switches, Routers, Firewalls etc.
* Plan, organize, control and evaluate IT and electronic data operations
* Documentation, Training, and Implementation standards for Hotel operation.
* Ensure data availability, reliability and backup.
* Manage projects to consolidate and upgrade data center environments.
* Manage and deploy monitoring systems to automate services, Network Performance and hardware alerts
* Maintains licenses for all the software’s installed in the hotel.
* Implementation and administration of Manage Engine as a Help desk, Inventory record tools
* Upgrading hardware, patch update for OS, firmware update for networking devices & servers
* Preserves accurate inventory and record of all hardware, software and manuals purchased
* Create, Escalate and follow up ticket with the application and DB support vendor.
* Monitor the performance of the computer software and maintain a log of performance reports, error and integrity check reports, system malfunctions and solutions
* Provide clear leadership for high quality of technology service to all departments in the hotel operation
* Complete and distribute a monthly activities report to Corporate Vice President - Information Technology

***Notable Projects***

* **Hotel Wireless Systems** (Wireless upgrade from Cisco Environment to Aruba Wireless Networks Year: 2017 Project Cost: AED 300000)
* **Virtualization of Servers** (Converted 20 physical Servers to Virtual Servers with three physical hosts and migrated all Hotel application to new servers using VMware Esxi 5.5 Year: 2015 Project Cost: AED 75000)
* **Backup System EMC Networker** (EMC Networker Backup system implemented for Virtual Machines, SQL Data Base and user’s data by replacing Symantec Tape Backup Systems

Year: 2016 Project Cost: AED 65000)

* **SQL Cluster Database** (Migrated all SQL Databases to SQL Cluster Environment Year: 2015 Project Cost: AED 10000)
* **Intelligent Firewall** (Replacing old Cisco ASA firewall with new intelligent Firewall Palo Alto removing all routers web filtering solutions and clubbed all the ISP connections)
* **EMC Storage (**Implemented EMC Storage to enable the data centre in the property level Year: 2014 Project Cost: AED 75000)
* **Cisco Call Manager Upgrade (**Successfully upgraded Cisco Call Manager Version 5.5 to Call Manager Version 10.x Year: 2014 Project Cost 150,000)
* **SUN Systems Upgrade** (Successfully upgraded hotel accounting software from SUN 4.3.3 to SUN V6 Year: 2016 Project Cost: AED 25000)
* **Server Operating System Migration** (Migrated 20 Servers Operation Systems from Windows Server 2003 to Window Server 2012 Standard. Year: 2015)
* **POS System SIMPHONY** (Implemented new POS system SIMPHONY V2 replacing Micros 9700Year: 2015 Project Cost: AED 100000)
* **Internet Billing System** (Implemented new internet Billing System Sector for Guest internet integrating with OPERA PMS Interface)
* **Payroll System** (New Payroll system HEADS implemented by replacing old Payroll system Oasys 2000 Year: 2012 Project Cost: 90000)

***Career Sketch***

**Dec’04 – March’12** with **Al Bustan Rotana Hotel, UAE- Dubai as Assistant Director of IT, IT Coordinator and IT Supervisor**

**(Rotana Hotels Management)**

***Accountabilities:***

* Planning, deploying and managing the entire IT department
* Effectively managing and administrating the OPERA PMS V5
* Managing Controlling and administrating POS (Micros 9700 with Net View Point)
* Controlling all the Firewalls, Routers, Servers, admin computers and Printers etc.
* Managing and administrating AVAYA (IP/ Digital) PABX system
* Effectively Managing the Hotel Accounting, HR Payroll, Materials Management Systems and Door lock etc.
* Controlling and administrating SCALA digital signage system
* Assisting Director of IT for budget, capital expense, annual projects and planning
* Managing the guest support service and periodic administration system trainings
* Planning, deploying and managing all the project implementation/ maintenance/ support
* Effectively managing the guest Internet services network/ firewalls
* Managing the guest support service and admin Network
* Carry out the repairs and maintenance of all PCs, printers, telephones, interactive system, key lock system, etc.
* Installation and testing of corporate approved program changes to the hotel computer systems

***Notable Projects:***

* Aruba Wireless Systems.
* Avaya PABX upgrade
* Migration of FIDELIO to OPERA PMS
* Digital Signage Project
* VISION Door lock system project
* Migration POS system from m3700 to m9700
* New Guest Internet Billing Systems
* Passport Scanning Systems
* SUN systems Upgrade
* Core Switch upgrade

***Scholastics***

* Engineering in Electronics and Telecommunications Institute: Certificate from Department of Technical Education, Govt. of Karnataka, India. Passed in 1999
* Pre-Degree from Mahatma Gandhi University, Kerala, India. Passed in 1995
* S. S. L. C. From Board of Public Examinations, Kerala, India. Passed in 1993

***Information Technology Skills***

* Cisco Certified Network Associate
* Diploma in Computer Hardware and Networking (Electronics &Computer Research Institute Bangalore)
* E-Commerce and Component Solutions (BITECH Computer Institute Cochin India)

***Trainings Attended***

* Departmental Trainer
* On Job Training
* Interview Selection Skill
* On Stage Program
* Winning a Business Case
* Managing Employee Development
* Group Training Techniques

***Personal Dossier***

* Date of Birth : 30 January 1977
* Address : P.O. Box 6227, Sharjah - UAE
* Languages Known : English, Hindi and Malayalam
* Marital Status : Married
* Dependents : 2
* Gender : Male
* Nationality : Indian
* Driving License : UAE Driving License
* Passport Details : H8433884

**References**

1. **Mr. David Faull**

**General Manager Accor, Muscat Governorate, Oman**

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1. **Ms. Eleni Tsolakou**

**Cluster General Manager, The WB Abu Dhabi & Double Tree, AD, UAE**

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**Eapen M Mathew**