

SUDESH MALHOTRA

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SUMMARY

My expertise lies in providing top-notch IT and Operations Support. My acquired IT and Operations experience enabled me to provide uninterrupted support to the business operations while ensuring all activities are delivered in a cost-effective and efficient manner without compromising service quality and customer satisfaction.

WORK EXPERIENCE

IT Support Specialist

DRE Homes Real Estate CO LLC, May 2024 to present

Leading Real Estate Broker In DUBAI

DUTIES & RESPONSIBILITIES:

- Installs, configures, updates, and troubleshoots computer, peripheral devices, ERP software, IP Telephone (AVAYA), CCTV, Security Camera, and other infrastructure components.
- Conducts routine inspections and preventive maintenance of all hardware, company-wide servers, VPNs and networks and other infrastructure components.
- Handles the procurement process of IT related Assets and other office equipment, from sourcing of suppliers to cost negotiations.
- Handles Audio Equipment Boss Audios in Entire Office, including DSP and Amplifiers.
- Handles Video Equipment's - AMX Devices, with software pushing AV content on LED screens
- Handles Multiple Operating Systems - MICROSOFT 150 SYSTEMS - APPLE - 100 SYSTEMS.
- User Support Experience: Setting up Biometric and Access Controller System to new users
- Troubleshoots and/or recommends replacement of office equipment as necessary
- Safekeeping of IT related documentations and files
- Responds in a timely manner to service issues and requests, providing technical support across the company and remotely
- Oversees comprehensive Annual Maintenance Contracts covering fire safety, housekeeping, pest control, HVAC, electrical, IT, and communications
- Ensures smooth financial operation by collaborating with finance team for supplier payments, operational expenses approval and disbursements, company fleet insurance and advertisement renewals.
- Procurement of General office supplies and equipment
- Coordinates and liaises with government agencies like RTA, building administrators, fleet insurance and advertising agents for fleet management.
- Administers staff health insurance and acts as the primary emergency contact for security issues across all branches

Operations Co-Ordinator

NGC Nafees Wallpaper, July 2022 to May 2024

Leading Wallpaper Distributor in DUBAI, UAE

Operations Manager

ONFINITY TECHNOLOGY, November 2021 to May 2022

Prime Distributor of LCD Panels in North Indian State Chandigarh.

Operations Manager

VRV Pharma, August 2018 to November 2021

One of the leading distributor of Allopathic Medicine in North Indian State Chandigarh..

IT & Operations Supervisor

Mucan Industries, January 2013 to May 2018

One of the leading distributors of Allopathic Medicine in North Indian State Chandigarh.

DUTIES & RESPONSIBILITIES:

- Oversee operational activities at all level of the organization
- Assist in developing and implementing operational policies, procedures and standards to improve process efficiency and service quality
- Communicates with Suppliers, vendors, and internal teams to address operational concerns and resolves any operational gaps.
- Ensures a cost-effective way of carrying out all operations-related activities.

Maintain • accurate records and documentation related to operations

- Analyze operational data and trends to identify areas for improvement and recommends solutions to the management.
- Guided team members in collaborative practices, ensuring the achievement of daily objectives and improved service performance.
- Manages business relationship with vendors and service providers to ensure quality of service.
- End to end procurement of materials, plan inventory and oversee warehouse efficiency. Ensures that • the company adheres to relevant regulations and compliance standards

SKILLS

Advanced knowledge on:

VMware ESXI V-8 Fortigate
Firewalls (100F)
Avaya Office Technology baseline support Microsoft 365 Admin
G-Suite Admin
Microsoft Office & CISCO SharePoint Administration & Design
Servers Administration and Back Up and Storage Management, AVAYA - Yeahlink IP Telephony
IP PABX Configuration & Management
User Support, Desktop, Laptop, PABX Systems DNS, DHCP, TCP/IP, VPN, Active Directory
AUDIO VIDEOS - AMX Solutions for LED's

Operations-related Skills:

Fleet and Asset Management Documentation & Compliance
Building Management
Process & Workflow Development
Customer Relations
Budget Management
Logistics Management
Vendor Management

EDUCATION

Master of Science in Information Technology, 2012 to 2014

Punjab Technical University

Bachelor of Science in Information Technology, 2008 to 2012

Punjab Technical University

ADDITIONAL INFORMATION

Languages: English, Hindi (Native), German (Beginner)

Certifications: MCSE, MCSA, CCNA



References: Available upon request

Visa Status: Employed

Availability for Employment: 15 to 30 days notice