

Gopal Krishnan

ICT | ERP | Project (Microsoft Dynamics AX | NAV) | Admin | Operations – Manager

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AREAS OF EXPERTISE

- Administration
- Application development
- Business analysis
- Capital Budget
- Contract negotiation
- Cost benefit analysis
- Custom initiatives
- Data Warehousing
- E-Commerce
- Final Purchase approval
- Financial control
- Installation & Implementation
- Integration
- IT Management
- Managing crisis situations
- Process Design
- Product | Services assessment
- Project Delivery
- Project management
- Resource vendor management
- Server-Hardware & Software
- Support & Training
- Technological Advancement

HIGHLIGHTS

- Analytical
- Cost reduction & containment
- Financial oversight
- Global and Strategic sourcing
- Negotiations Expert
- Procedure development
- Process improvements
- Strategic planning
- Systems implementation
- Team Building

PROFESSIONAL

MBA, MCSE, MCSD, CCNA & Adobe Certified
IELTS

PERSONAL DETAILS

#104, Al Amiri Building
Near Sunrise Super Market
Al Karama, Dubai, UAE

Mobile : +97150 5955632

E mail : krisgops62@gmail.com
gopkrishster@gmail.com

Skype : K_gops

DOB : 14/05/1961

UAE Drv. license : Since 2003

Nationality : Indian

Passport No : S6426200

Dear

Greetings to you

I would like to express my interest for the position of ICT | ERP | Project (Microsoft Dynamics AX | NAV | 365) | Admin | Operations – Manager. Review of my credentials will confirm that I am capable of serving as the catalyst for achieving revenue objectives and organic growth through effective contributions.

I Possess 30+ years' of Expertise in ICT & 15+ years' of Handling ICT in Education sector in UAE

Highlights:

- Project | ERP Systems (Development, Testing & Implementation) | Data Migration
- Implementation Microsoft Dynamics AX-R3 | NAV (with Data Migration)
- Sound Knowledge of SQL, Functional & Technical & areas
- Developed 300+ web sites (E-Commerce Dev & Implementation)
- Can handle HTML and other scripting languages and debugging
- All Hardware -Purchase, Installation and Configurations etc from Servers to Desktops
- Service Delivery and Business Transformations
- Graphic Design | Web Site Redesigning & Hosting (CMS)
- Financial Control | Management & General office Administration
- Purchase | Execution | User Management
- Digital | Email & SMS Marketing
- Procurement & Installations of - T&A M/c, RFID integration with ERP
- CCTV | All PC-Server | Hardware | Firewall | Anti-Theft – with Negotiation skills
- Installed more than 600 + Class rooms for E-learning with LMS
- Financial Control & Management
- Automatization of ICT & Other Departments
- Complete Knowledge on Printing | Mechanical | Electrical | Civil | Allied works

I understand that working for your organization requires a candidate who is team oriented and is able to deal with people in various departments. I am confident that, I possess these skills, which will help me to perform the job efficiently and effectively.

The qualifications outlined above are representative, and are more fully outlined in the enclosed resume, and combined with rare levels of enthusiasm, commitment, and drive, I am confident that I would quickly become a contributing team member. Should you agree, I would welcome the chance for an interview, even if on a purely exploratory basis.

Thank you in advance for your consideration.

With regards,

Gopal Krishnan MBA

MCSD, MCSE, CCNA, Adobe- Certified

Enclosed: as above

PROFILE

Results Driven

IT professional having an extensive, diverse exposure in managing technology & management for an elite clan of enterprises, managing multiple technology platform and people by way of a dedicated team of internal resources and external vendors [Location Preference: Dubai, UAE]

Dedicated

Seeking top level position within Service Delivery and Business Transformations with a technology-driven organisation of repute, aimed towards enhancing the business potential & productivity

WORK EXPERIENCE

IYCWORLD / (Intertec-Dubai) as ICT / ERP Project Manager

Dec 2017 – May 2018

As a Project Consultant for ERP for Schools Projects and implementation
Applications: Domain, Server, Security, Web and Network Administration

- Server Installation & Configuration & Domains, Active Directory
- Presales of ERP, & Business Development, Training & Implementation
- Advising for KHDA Inspection on ICT and related areas
- Installation of Softwares in PCS and Classroom teaching
- Testing & training to School Staff
- Suggestions, New Developments, Improvements, Report configurations, etc.,

British Orchard Nursery, Dubai, UAE as

ICT / ERP Project Manager

May 2017 – Nov 2017

As a Project Consultant for Microsoft Dynamics NAV and ICT | ERP Manager
Applications: Domain, Server, Security, Web and Network Administration

- Server, CISCO Fire Wall, Systems-Installation, Configuration for NAV and Training
- Handling ICT infrastructure facility for their 25 + Branches with VPN
- Installation, Maintenance & Modification of Storage, Web Administration
- Installed & Completed the Project for Microsoft Dynamics NAV for Accounts | HR & Pay Roll and CRM
- Server Installation and Managing (Domain Controller/AD, File, Print, Backup, NPS, Group Policies), MS Dynamics NAV Administration, MS SQL Server 2012 Administration, Sonic wall Firewall Administration, Google Apps Administration, HP Storage Management, LAN\WAN Network maintenance and troubleshoot, CCTV, Panasonic IP PBX, Ubiquiti Unifi Wireless Controller management. Attendance Management, Norton Endpoint Security Management
- End user Support for Microsoft NAV, CRM & Training, Accounts, HR Works & HR other applications.
- Infrastructure Development, Planning, Licensing Management, Asset Management & Business and system Administration & ISO Implementation
- Achievements: Successfully completed Design and Migration project from the old domain Network to a new domain with High Availability and Security.
- Development of New CMS based website (<http://www.britishorchardnursery.com/>, <http://britishorchardcentre.com/>, <http://vandanagandhi.net>)

Ambassador Education Group, Dubai, UAE as

ICT – Erp- Project Manager

July 2016 – April 2017

Applications: Domain, Server, Security, Web and Network Administration

- Handling Complete IT infrastructure facility- 3 Schools :: Ambassador Nursery & Ambassador Kindergarten, Ambassador School- Dubai, Ambassador School- Sharjah
- Team of 20 Subordinates inclusive of IT Engineers, Technicians, Teachers, Staff & Trainers
- Installation, Maintenance & Modification of Storage, Web Administration. (Coordination and Monitoring of Group's, Schools and Training Centers Websites)
- Manage IT Budgets, procedures and overall IT performance and ISO.
- Manage helpdesk for all IT related issues
- Conduct Orientation / Training to the staff and educate them pertaining to the Technology.
- Monitor system performance and network communication.
- Coordinate priorities between the IT departments of the Schools and Training centers and user departments.
- Responsible for technical guidance on IT related processes.
- Server Installation with back up and maintenance
- Handling of Web sites , Social Media & Digital marketing
- Handling of ERP Portal & updations and providing training to teachers and staff
- Installation & maintenance of CCTV, Security systems & Time and Attendance Mc'sand Maintenance

Lui O Lei Trading LLC Dubai, UAE as

ERP Project Manager cum IT Manager

Apr 2012 – June 2016

As a Project Manager for Microsoft Dynamics AX -2012-R3 (Functional & Technical) and ICT | ERP Manager
Applications: Domain, Server, Security, Web and Network Administration

- New ERP with the development and implementation of Microsoft Dynamics AX-2012 R3 as project manager and completed the task in installation with 30 POS stores and migrated data from FOCUS
- Server and server management with Rack space, London with VPN connections to each store
- Handling New Development of Corporate website in PHP platform with CMS (www.luiolei.com)
- Handling E- Commerce development with Magento and integrating all products with online marketing (www.dstyleguru.com)

- Carrying out the overall operations of the and controlling all the 30 Boutiques in UAE for IT & installing and maintaining POS, Printers, Time & Attendance, CCTV and surveillance systems with technical know-how and support to sales staffs with adequate training
- Ascertaining the IT needs of the company (Server and System maintenance)
- Handling E-mail marketing, SMS marketing, Digital Marketing, development of multimedia presentation, Client discussions & designing the pre-architect of the software
- Handling Photography for the products and maintain its database in Ecommerce

Summary of the Role & Highlights

- Complete study Design, Development of ERP with Microsoft Dynamics AX 2012-R3 with implementation in 25 stores and in back office from Logistics, Supply chain management, Accounts etc
- Work with agencies to build traffic & sales via the website (PPC / SEO agency, email marketing provider, e-commerce provider, etc)
- Plan, define and implement website changes and functional improvements according to the management
- Maintain and update the online marketing plan for the website
- Monitor key performance indicators on the website and develop plans to improve them
- Leading the team of 100+ members from Back office to Stores with technical and Physical support
- Developed the Corporate website : www.luiiolei.com and E-Commerce website : www.DStyleguru.com and in the phase of completion and integration with Microsoft Dynamics AX database
- Developed Total ERP with Microsoft Dynamics AX-R2 and implemented in 25 stores across UAE with VPN connections between server and the HO and the Stores
- Handling of All PR & Advertisements from creation to publishing
- Handling of All IT related Hardware and software issues including Purchase & Cost cutting and Implementation
- E-commerce Newsletters and SMS/Digital marketing and integrated with websites
- Handling Time & Attendance, CCTV installations with database and support Accounts in preparation of salary up to WPS creations
- Handled Purchases from IT, Printing, General (with negotiation skills)

**Abacus Quest Point
(UCMAS-UAE), Dubai, UAE
as
Operations Manager cum
IT – ERP Manager**
Apr 2012 – Aug
2014

- Spearheading entire gamut of operations comprising of software development, website redesigning & hosting (CMS), human resourcing, implementation, testing, etc.
- Carrying out the overall operations of the Head Office and controlling all the 25 Franchises in UAE
- Ascertaining the IT needs of the company (Server and System maintenance)
- Managing the admissions & Batch formation for Head office for UCMAS and DinoArt; managing the Students, Office – Admin., Transport and its issues
- Looking after the Development of Books, Periodicals and E-publications like HTML News Letters, Advertisements for Publications, etc.
- Handling all government related jobs from, Dubai Economic Department, KHDA, Dubai Civil Defense, Immigration, etc.
- Handling E-mail marketing, development of multimedia presentation, conducting discussions with the client as well as designing the pre-architect of the software
- Leading the team of 10 members

Highlights:

- Meticulously contributed to the progress of websites (<http://www.ucmasuae.com> and <http://www.dinoartuae.com> ERP Projects and Office Automation
- Redesigned the complete office, institute layout, thereby executed the same successfully
- Successfully ensured zero downtime for the applications / system and contributed towards cost saving for the company for 20-25% for every purchase order.

**Unity InfoTech Solutions
LLC, Dubai, UAE
as IT Manager cum
Business Development
Manager**

Jun 2011 – Jan 2012

- Deftly managed market, design, development of software projects for banks, corporate sectors, customized ERP applications, software testing, etc.
- Handled IT Staffing, Human Resourcing, Software Projects Sales, Design, Development, IT Hardware, Software Testing & Implementation, etc.

Highlights:

- Skilfully attained the progress for the ERP Projects & IT Staff contracting for the banks and corporate sectors as well as for Office Automation

**Indian High School,
Dubai, UAE as
ICT | ERP | PROJECT
Manager
(For The Information
Communication**

- Manage all hardware and software control of school, administration and kept pace with new developments in ICT department of the school. Handled day to day emails of the school, antivirus and other related problems.
- Handled All Budget, Planning, and Purchase & Execution for the ICT Department with savings every year.
- Handled more than 650 systems and 12 servers and managed two schools online with support team of 10 staff.

Technology Department)

Apr 2002 – Apr 2011

- Developed & Implemented all Software Projects for School Automation from A to Z (Admission, Pay Roll-Staff with Time and Attendance Biometric integration & Students fee generation, Transport, Library, RFID card implementation, Accounts, and complete automation, Human Resource, etc.,)
- Installed e-learning projects in more than 600 classrooms; with total automation
- Installed 5 classrooms - e-learning in Zabeel School for girls, Dubai.
- Develop an ICT centre in Ms. Rashid pediatric centre, Dubai.
- Conducted various multimedia events for and on behalf of the school from creation and presentation.
- Design, and print of all school posters, brochures, newsletters, leaflets, etc.
- Handle system management with cost effective management in all applications; security level of server of the school, including data management, backup etc; created and submitted school records as required by the Ministry Of Education in Dubai.
- Create and present multimedia presentations for the school in management meetings and shows for parents and invited audience.
- Interact with software developers, hardware vendors for all kinds of implementation.
- Successfully handle various multimedia events, covering all facets ensuring results.
- Sites Developed 1) www.indianhighschooldubai.org 2) www.ihscounseling.info 3) www.careersexposition.info
- Some of the areas handled: newsletter, printing, posters, ministry sheets, photography / video graph for all school events, SMS broadcast, hardware, software, networking, installation, system mgt., consumables, general data entry for all departments backup, email, antivirus, graphics, multimedia, students id card, website, question papers, planning of infrastructure, isdn line service, internet leased line, telephones, etc.,.
- Software & hardware: All Microsoft applications, HTML, DHTML, JavaScript, asp, gif animation, flash, Dreamweaver, FrontPage, Adobe (Photoshop, illustrator, image ready, image styler) CorelDraw, etc., installation of servers, installation of desktops and troubleshooting etc complete knowledge of hardware including assembling of systems, software installations, troubleshooting and solving also.
- Handle Transport and Admin Department & Auditorium in the absence of the respective managers including Budget Planning etc.

Jaydev Information Systems, Dubai, UAE as**IT Manager cum Web Designer**

Dec 2000 – Apr 2002

- Sites Developed 1) www.roycon-dubai.com 2) www.nishis.com 3) www.indianhighschooldubai.org
- Responsible for marketing, designing, development of websites, administration (www.saleincity.com).
- Involved in graphic designs, from concept to prepress and production for the sister concern Nishi's.
- Developed websites for clients. Interacting with clients for marketing of sites.
- Software & Hardware HTML, DHTML, JavaScript, asp, gif animation, flash, Dreamweaver, FrontPage, adobe (Photoshop, image ready, image styles) CorelDraw, etc. complete knowledge of hardware including assembling of systems, software installations and troubleshooting.

Orchids Asia Mumbai, India as Manager

Jan 1997 – Dec 2000

- Handle printing projects right from beginning to end. Getting orders from corporate clients and negotiating the prices.
- Execute design concept and getting approval from clients. Colour separations of the artwork from PC to films.
- Organize with printers' plate making, printing, varnishing, lamination, die punching, finishing, packing and delivery to the client. See the jobs portfolio: <http://www.val-international.com> // <http://www.conceptin.com>.
- Software & hardware: all graphic software related to printing technology, and web technology.
- Successful in developing more than 300 static websites during this period.

ENTREPRENEUR ASSIGNMENT**Own Design Studio cum Offset Printing Press, Mumbai as Partner**

Jan 1985 – Dec 1996

- Successful in obtaining orders for desktop publishing and printing services, order execution - including DTP, processing, proof approving, quotation. Colour separations, pre-press processing, plate making, printing
- Graphic designs, visiting card designs, catalogues, brochures, bulletins, annual reports etc., screen printing of visiting cards, letter heads, designing of logos etc. Handled jobs from purchase to production.
- Work on machines including handling machinery maintenance and complete knowledge of printing from single color printing to four color printing and color separations through the latest methods.
- AutoCAD designing of tools, fixtures, plastic moulds - designing, CNC programming and helping in sourcing of development of tools and moulds for customers.
- Software & hardware, offset machines: SWIFT - (India) 15" x 20" ; ROMAYOR – 10" x 15" ; HAMADA (Japan)- 700CD 15" x20", hardware: started with 80286- 2 systems, upgraded to 80386 and then to 80486, software: Aldus Page maker version 3, 4, 5, Ventura Publisher, Quark Express, Ms Word, scanning software's, Paint Shop, Adobe Photoshop, CorelDraw.

Nantha Kumar Engg Works, Coimbatore, TN as Working Partner

Apr 1980 – Dec 1984

- Handled all kind of machines like lathe, shaping, milling, drilling, welding and other allied products for the manufacture of job works, jigs and fixtures for various types of jobs, plastic moulds for hand injection moulds, small blow molding dies, press tools for small type of components. During this period, I set out as an entrepreneur and single-handedly managed all the above jobs and more. I am completely skilled in machines and machinery maintenance.

EDUCATION

University of New Castle, Columbia USA
2010

MBA (Information Systems)

Institute of Technical Education, Kerala India
1980

Diploma in Mechanical Engineering

COURSES/CERTIFICATIONS

- IELTS from British Council Band 6.5 in General in 2008
- Adobe Certified Expert – Photoshop & Dreamweaver in 2008
- MCSE - Microsoft Certified Systems Engineer in 2007
- CCNA - Cisco Certified Network Administrator in 2007
- MCS D - Microsoft Certified Software Developer in 2007
- Computer-Web Design & E-Commerce - Certificate Course, Mumbai, India in 1999
- Plastic Mould & Die Design - Certificate Course in 1983

SKILLS

Technical

Servers, Desktops, Networking, Telephone, CCTVs & Time Attendance Mc
Website Design & Development, Report, Software Architecture, HTML, DHTML, JavaScript, ASP & GIF Animation

Software

Microsoft Dynamics- Implementaion, Microsoft Sql (AX and NAV-Knowledge of 365 also)
Office 365 | MS Office 2013 | 365 (Word, Excel and PowerPoint) & MS Access
Adobe PageMaker, Photoshop, Image Ready | Styler, Page Mill & Go Live
CorelDraw, Corel Photo – Paint & Quark Express
DreamWeaver, Flash, Fireworks
Paint Shop Pro and Animation Shop, Animation and Other Packages
3D Studio, Max, AutoCAD

IELTS

6.5 in General

SOCIAL ENGAGEMENT

CSR Activities

Contributed in various CSR activities. Organised Lot of Social Events for some of the Communities in Dubai from Events Management from start to end

E Safe- Emirates Internet Safety for Children- Giving Full handed support

OTHER KEY SKILLS

| | | |
|--|--------------------------------|------------------------|
| ERP Systems (Microsoft Dynamics AX-R3 NAV) | Financial Control & Management | Project Management etc |
| Web Site Redesigning & Hosting (CMS) | Purchase & Execution | General Administration |
| Ecommerce Design & Implementation | Printing Management | Cost & User Management |
| Email Digital Marketing | SMS & Email Broadcasting | Automatization skills |

PERSONNAL DETAILS

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|----------------------|---|--|
| Name as Per Passport | : | KRISHNAN GOPAL KRISHNAN |
| Passport No | : | S6426200 |
| Date of Birth | : | 14 May 1961 |
| Marital Status | : | Married (Son & Daughter) |
| Visa Status | : | On Transferable Visa |
| Driving License | : | UAE Driving since 2002 Has Own Vechile |
| Nationality | : | INDIAN |
| Gender | : | Male |
| Languages Known | : | English, Tamil (Read, Write and Speak) Hindi, Malayalam, Telugu, Kannada (speak) |
| References | : | Avilable on Request |