

AMAN FIROZ

IT PROJECT AND OPERATIONS MANAGER

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Personal Synopsis

Experienced and qualified professional worked in **diverse arenas** in IT sector for the past 7+ years. Currently working as a bridge between the technical team in multiple locations and the front face of the company. My key responsibility is to collect/analyze the Business requirements convert those to an IT language and deliver it as a software solution. Holding a computer science Engineering Degree, for the betterment of the career goal I have pursued MBA on Marketing and Finance from Dubai Campus.

Skills and Expertise

MANAGEMENT

- Project management (**PMP**)
- ITIL V3
- Pre-Sales
- Vendor management
- Project Costing
- Business Analysis
- Managing reports
- Back Office Team Management
- Managing Outsource Team
- Managing third party
- Manage and Guide Project Team
- IT Strategy And Planning
- Budgeting And Forecasting
- IT Governance
- Risk Management
- Quality Management
- SDLC
- Executive Presentation
- Offshore Development
- Agile Methodologies
- Project Management tools
 - GIT, ASANA, JIRA

TECHNICAL

- Understanding and knowledge in Digital Marketing and Google Analytics.
- Knowledge In Photoshop / Illustrator
- Html / PHP
- Frameworks
 - Codeignitor
 - Grocery Grud
 - MVC
- Server Handling (Mid level)
 - Linux Server
 - Command Line
 - .Htaccess / Cron handling
 - Cpanel
- CMS
 - Wordpress / Drupal / Custom
- MySQL DB, Txt Files (From Oracle)
- ECOMMERCE
 - Opencart /Custom Development

PERSONAL

- Presentation Skills
- Strong Communication
- Able to Cope with Pressure and work in Fast Paced Environment
- Highly dedicated
- Attentive – Adaptive – Ambitious
- Team player
- Identify the opportunities as well as threats
- Continuous learner

Proven Job Roles

IT Project Manager

Roles And Responsibilities:

- Project completion and delivery
- Client coordination / Requirement Gathering and analysis
- Costing & Resource allocation
- Support the Sales team to pitch and idea and bring in a solution to the stakeholders
- Presales / Proof of Concept / Pricing
- Managing project dependencies, preparing project briefs, compiling reports and maintaining records
- Update stakeholder on project progress.
- Manage and guide project teams across the development stages
- Proactively identifies and nurtures opportunities, ideas and innovations Assisting the business to win, sustain and grow corporate clients
- Managed In-house Project- Physiomart / SalesCRM
- Managing multiple project in the company atmosphere

Projects Handled:

- **BEAM:** Centralized school Management system which involved many complex modules. Developed in Drupal. This system controls the complete school operations and parents portal. This is a complete customized web application which ease the communication between the teachers and the parents.
 - Project Value: X00,000 AED
- **Bukhatir Group website:** Group website which gives an overview of the complete horizons where the groups has their companies
 - Project value: X0,000 AED
- **BPI real estate CRM** - custom Developed
 - Project Value: X0,000 AED
- **K-active Group**, Germany: Multinational Company which has their branches all over the world. This site has an ability to manage the all the branches from one single admin.
 - Project Value: X00,000 AED
- **Developers CRM:** Custom developed Crm for the developers in the construction industry. This system manages the construction project from initiation phase to their after sales delivery
- **Al-Qetaaf Job consultancy:** Developed an application for the candidate management for the Job consultancy.
- **DigiRems** – Real Estate Crm (SaaS) (In-house): This was from the grass

(September 2014 - Present)

Company: Vox Populi Solutions llc

Website: www.vox.ae

Location: Dubai, UAE

level we as a team collected all the information about the market. UI, UX, Design flow, technical planning, risk assessment were a challenge which turned out to be fruitful.

- **Technowave group:** An innovative Auto ID and Data Capture Technology company based in Dubai with operations in Middle East and India. Our project covers their complete operations, portraits their central retail intelligence and integration it with an automation software.

IT Operations Manager

Roles And Responsibilities:

- New office setup (Artlumen pvt ltd)
- Office administration - on site (Kochi)
- Ensuring the smooth functioning of both offices here in Dubai and in Cochin.
- Meeting the customer requirements by ensuring the team meeting the objectives that have been provided.
- Implementation of customized interactive solution on the client site.
 - Location: Crown Theatre, Calicut, India.

(1st December 2013 – 31st August 2014)

IT Software Engineer

Roles And Responsibilities:

- Any Digital related responsibilities will be passed on me.
- Among the Team of 5 creative people the responsibilities were clear to each
 - One finance manager / One marketing Manager / One photographer / One creative director cum designs and One Technologist (handling any Digital requirement)
- Responsibilities consist of Social media maintenance, Website and web application requirement.

Successfully conducted Sangeet Festival (Musical event) which their Social media promotions and the maintenance of Singing competition judges panel.

Some of the Projects:

- **Vibgyorevents.net:** company website which portraits the company vision, mission and values
- **Sangeetfestival.com:** Sangeet festival is a cultural event in which musical competition is held. Along with this lots of marketing (indoor and outdoor), digitalization and valuation of competition was done. Overall it was a great successful event.
- **Sangeetfestival judge panel:** The competition was held globally prior to the event and the Judges were from different location. This application has multiple level judges which was logged in from various geo locations.
- **Akashglobal.com:** The Digital sector of Vibgyor where all the Media

(December 2012 – November 2013)

Company: Vibgyor llc

Website: www.vibgyorevents.net / www.akashglobal.com

Location : Dubai, UAE

<p>and IT related development takes place.</p> <ul style="list-style-type: none"> ➤ Magnarab.com: is a highly specialized laundry equipment consultant and equipment supplier, based in Dubai – UAE ➤ VictoryHomes.com: Realestate website which was integrated to a third party application called Propspace. The xml feed was done by using the technology of xpath which was helped to retrieve the data and saved to the hosted database. These data were reflected onto the company website. 	
<p>Software Developer</p> <p>Roles And Responsibilities:</p> <ul style="list-style-type: none"> • Website Development For The Local Clients • Client Coordination • Technical Discussion • Teamed up for the growth of the company • Look for the opportunity and bringing in more business to the company <p>Some of the Projects:</p> <ul style="list-style-type: none"> ➤ Lividus (Pharmaceutical Distribution process system.): This was for a pharma company operating across the South India. The product was mainly to maintain the sales division, to check the invoice, the product details, money returns etc. Financial Module, Marketing Module, Staff Management, and lot more. I had the responsibility of creating and documenting the whole business process, involved in the designing phase and in the coding part. ➤ PosiRes (Restaurant Management software): The name itself says about the software. This is the software which was built for a restaurant in Fujairah - UAE. Later we integrated it with the Point of sales system. This system connects the front order panel, then order goes to KOT and the cashier. This is such a simple system for a medium level and high level restaurant. 	<p>(December 2010 – December 2012)</p> <p>Company: Cyber Valley solutions Location: Calicut / Ernakulam, Kerala, India</p>
<p>Recruiter</p> <p>Roles And Responsibilities:</p> <ul style="list-style-type: none"> • Hiring for a Call center which is the back office for UK based company which manufactures devices for dialysis. • Creating a Job Description • Recruited more than 200 candidates in 6 months 	<p>(June 2010 – Nov 2010)</p> <p>Company: Revozo Solutions Location: Cochin, Kerala, India</p>
<p>Jr. Software Developer</p> <p>Roles And Responsibilities:</p> <ul style="list-style-type: none"> • Front-End UI-UX Developer (.Net) • Training On Weekend And Projects On Weekdays 	<p>(November 2009 – May 2010)</p> <p>Company: Prime Source IT solutions Location: Bangalore, Karnataka, India</p>

Education	
SPJAIN, DUBAI / AUSTRALIA	MBA EXECUTIVE IN MARKETING AND FINANCE
INTERNATIONAL SCHOOL OF BUSINESS MANAGEMENT, INDIA	MBA (DISTANT), INFORMATION TECHNOLOGY AND SOFTWARE MANAGEMENT
CALICUT UNIVERSITY, INDIA	BACHELOR OF TECHNOLOGY, COMPUTER SCIENCE
BHARATHIYAR UNIVERSITY, MAHE	POST GRADUATION DIPLOMA IN COMPUTER APPLICATION
BHARATHIYAR UNIVERSITY, MAHE	DIPLOMA IN COMPUTER APPLICATION

Certifications
<ul style="list-style-type: none"> PROJECT MANAGEMENT PROFESSIONAL (PMP) ITIL V3 2011 FOUNDATION MYSQL DB CERTIFICATION FROM BIGLEAP CAMP ON INTRODUCTION TO MICROSOFT AZURE BASIC TRAINING ON IBM BLUMIX AND WATSON IOT DIPLOMA IN MICROSOFT EXCEL DIPLOMA IN DIGITAL MARKETING SEO LINK BUILDING BASICS BASIC CLASS TRAINING ON REACT NATIVE

Personal Details	
NATIONALITY	Indian
DATE OF BIRTH	13 th April 1988
LANGUAGES	English(R/W/S), Malayalam (R/W/S), Urdu(R/W/S), Hindi (R/W/S), Arabic(R/W)
DRIVING LICENSE	Dubai / India
CURRENT VISA STATUS	Computer System Manager
REFERENCES	Excellent references available upon request