 **Curriculum Vitae**

**DIPEN SURYAVALA**

Flat No: 23, Building No:- 1028, POBOX No:- 1031, Manama, Bahrain.

**Contact:** 35372904,36777904; **Email:** [dipen.suryavala@gmail.com](mailto:dipen.suryavala@gmail.com);

**Date of Birth:** 1st December, 1987

**EDUCATIONAL CREDENTIALS**

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| **MSC(CA & IT)**  **(Master of Science computer Application & Information Technology.)** | K.S.School of Business Management,  Gujrat University. | Year 2010 | **68.69 %** |
| **BSC(CA & IT)**  **(Bachelor of Science computer Application & Information Technology.)** | K.S.School of Business Management,  Gujrat University. | Year 2008 | **59.00 %** |
| **XII** | Saurabh School, Gujarat | Year 2005 | **72.00 %** |
| **X** | Saurabh School, Gujarat | Year 2003 | **67.69 %** |

**Technical Skills Set**

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| **Database** | **MS SQL Server 2000 & 2005, SQL Query (Insert, Delete, Update Statement), Oracle10g, MS Access.** |
| **Networking** | **Router, Switch Configure, Setup IP address, Allow Port in Router .** |
| **Operating Systems** | **Troubleshooting Windows 98, XP, Vista, 7,8,10( Format OS, Virus issue etc..),Linux & Unix.** |
| **Web Designing** | **Photoshop, Dream Weaver, HTML,Asp.net** |

**WORK PROFILE**

* **IT Support Manager (March 2019 – Present)**

**Third Commercial Co.W.L.L.(Bahrain Financial Harbour)**

* Develop innovative network troubleshooting methods that reduce downtime and lower repair costs
* Work closely with departmental managers to determine the maintenance and growth needs of the network
* Monitor changing network technology and deliver a technology update to the executive team each quarter
* Responsible for creating and administering disaster plans that will keep the company functional in the event of a crisis
* Determine the rationale and methods for upgrading company network software programs each time an update is released
* Managing Server Windows and Linux
* Handling IP Telephone Communication.
* Setup web server,Creating websites,Website managing
* CCTV Monitoring
* Managing Domain Control, Managing Exchange server
* Network administrating
* Office 365 installation
* ERP Software installation and training
* Printer setup and manage
* Administer email and anti-virus systems
* Install hardware and peripheral components
* Load appropriate software packages such as operating systems
* Participate in all hardware and software evaluations and maintains vendor contracts

* **IT & Support Manager (Dec 2013 – Feb 2019)**

**Capitel Project (Trimble Dealer) , Hoora – Bahrain**

* Managing a team of over 5 support & technical staff.
* Give support Trimble GPS, Total station.
* Manage Different type of POS and ERP software.
* Give Support and training for software.
* Finance: managing invoicing, processing of expenses, administering payroll, interfacing with accountant
* Developing policies, procedures and training manual for key support functions
* conducting research, developing marketing collateral
* Strengthening the IT infrastructure through to implementing new technologies.
* Responsible for hardware and software installation, maintenance and repair.
* Performing routine audits of systems and software.
* Manage the IT budgets and expenditure on hardware and software.
* Developing & maintaining the company IT systems, software and databases.
* Having excellent time management, confidentiality & communication skills.
* Management of server software and associated backup routines.
* To evaluate, test, advise, train and support I.T. related projects.
* Procurement of IT hardware, software and maintenance products & services.
* Responsible for the recruitment and training of new staff.
* Maintaining documentation of changes regarding users, functions & systems.
* Managing the internal & hosted network infrastructure including: firewalls, servers, switches and telephony.
* **IT Engineer (DEC 2011 – JUNE 2012)**

**Quality Food Supermarket, London – UK.**

* Hardware and Software Support.
* Give POS & Back Office software training to new staff.
* Inventory Software
* Installing and configuring computer operating systems and Software(applications),

Monitoring and Maintaining computer systems and networks.

* Troubleshooting system and network problems and diagnosing and solving hardware/software faults.
* **Senior IT Support (JUNE 2012– SEP 2013)**

**MSP Systems Ltd., Ahmedabad – India.**

* Managing team of over 9 Support Engineer.
* Understanding **Inventory**, **ERP, POS software, Banking, Finance any Desktop software & systems, designing, analysis for modules** while structuring customized solutions to meet customer’s specific needs.
* Understanding Blender Animation software.
* Well versed in Database Management system and Networking. Understanding of various languages and operating systems.
* Knowledge of mapping client requirements, application design, development, integration, troubleshooting for achieving organisational goal.
* Responsible for software development and maintenance **in MS SQL** and **Oracle** also maintaining and managing the Database in order to protect from Unauthorized Access.
* Coordinating for smooth implementation of the project and extending post-implementation, enhancement & application maintenance support to the client.
* Responsible for requirement analysis, application maintenance, functional studies, quality reviews and testing. Performing testing & debugging and troubleshooting of the application.
* Mapping client specifications & requirements, drafting functional requirements for computer systems using models & diagrams to represent the processes & functions involved and incorporating the same in the project.
* Handling various technical aspects like software design, monitoring critical paths & taking appropriate actions; carrying out system designing, application maintenance, testing, etc.
* **Self motivated, hard working and goal-oriented** with a high degree of flexibility, creativity, resourcefulness, commitment and optimism.
* **IT Support Engineer(JUNE 2009 – Nov 2011)**

**MSP Systems Ltd. Ahmedabad – India.**

* Installing and configuring computer operating systems and Software(applications),

Monitoring and Maintaining computer systems and networks.

* Troubleshooting system and network problems and diagnosing and solving hardware/software faults.
* Understanding  **ERP, POS software,Banking,Finanace any Desktop software & systems, designing, analysis for modules** while structuring customized solutions to meet customer’s specific needs.
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* Knowledge of mapping client requirements, application design, development, integration, troubleshooting for achieving organisational goal.
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* Responsible for requirement analysis, application maintenance, functional studies, quality reviews and testing. Performing testing & debugging and troubleshooting of the application.

**CERTIFICATION**

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| **OCA** | **Oracle Certified Administrator** |
| **Microsoft Asp.net** | **Microsoft** |

**Driving License:** Valid Bahrain Driving License.

**Hobbies:** Playing Cricket and Listening to Music

**Languages Known:** English, Hindi and Gujarati