

# ISMAIL SHAIKH

Outlandish IT Manager, Technical Hoarder & Proud Geek

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## EXPERIENCE

IT Manager & Project Manager

**Bounce LLC**

Apr 2017 – Ongoing UAE, Qatar & KSA

- Reduced lead generation campaign costs by 75% - Modelled Business Development's new industry sales segmentation strategy to target Bounce's installed base customers utilizing disparate source data
- Improvements and enhancements in tech infrastructure resulted in the organization realizing a record net profit of \$5 Million in 2017-2018 as expenses were streamlined by 89% and output increased by 144%.
- Delivered marketing and data infrastructure process improvement which decreased lead time 97% resulting in upwards of 200k in monthly revenue and 8.4% click-through rates
- Deployed PABX system across the organization which increased customer satisfaction by 68% and reduced unnecessary secondary dispatches by 47%

Assistant IT Manager & Project Team Leader

**VFSTasHeel International**

Feb 2013 – May 2017 Mid-East, Europe, Asia & Africa

- Carried IT roll out for 40 visa centers across 20 countries spread across Asia, Europe, Africa & Middle East regions - Increase in business revenue by selling visa services for KSA with the only licensed organization in the countries
- Streamlined Asset Management process, created a project team to identify, record and track all IT assets. ROI on the project was approx. 300K USD – 500K USD
- Reduced ITO cost by 25-30% per year - Migration to a new email platform (Google Apps for Business) without any loss of any information with the traditional approach

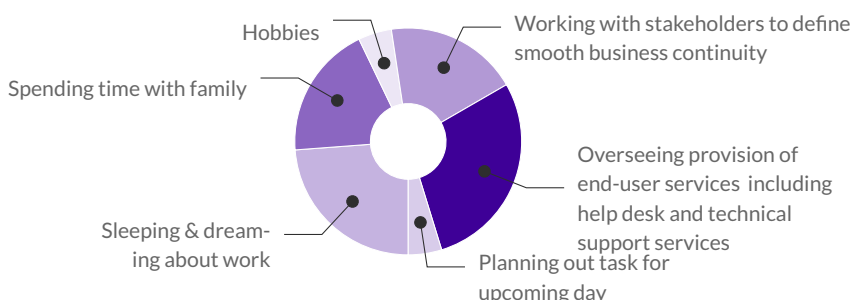
Technical Administrator & Project Coordinator

**Landmark Group**

May 2011 – August 2013 Dubai, UAE

- Managing the internal & hosted network infrastructure including firewalls, servers, switches and telephony
- Managing the IT budget with cost effective methods

## A DAY OF MY LIFE



## LIFE PHILOSOPHY

*"Do not fear failure but rather fear not trying."*

## MOST PROUD OF

**Courage** I had to take a sinking ship and try to make it float

**Persistence & Loyalty** I showed despite the hard moments and my willingness to stay with my Careers in IT

## STRENGTHS

- Hard-working (18/24)
- Persuasive
- Motivator & Leader
- Decision making
- Strategic thinking
- Business & IT Development
- Budgeting
- Vendor Management
- IT Operation Support
- Quality Analysis
- System Migrations
- Project management
- Requirement Analysis

## LANGUAGES

English   
Hindi   
Tamil

## EDUCATION

B.S. in Information Technology

**Mumbai University**

June 2007 – June 2010

## CERTIFICATIONS

ITIL v3   
PMP v5   
Microsoft IT Professional   
Microsoft Tech Specialist   
CCNA CCNP