

Dear HR,

As highly skilled with Information Technology with over 8 years of experience, I am writing to express my interest in the IT position at your company. My experience aligns well, as I have worked in the field of IT for several years with prominent companies, and I know I would make a valuable addition to your team.

After working for over a decade in the field of computing, I have advanced knowledge in developing scopes, keeping projects moving, and ensuring a seamless experience for all parties involved. Moreover, while my previous position afforded me a well-rounded skill set, including excellent relationship building and time management skills, I excel at:

Outlining project scopes, managing timelines, and deadlines. Tracking and reporting on overall progress. Managing daily IT operations and implementation of new programs software network and hardware.

In addition to my experience and relationship-building experience, I have a solid skills foundation and passion for furthering projects that build loyalty and, in turn, grow revenue for your organization. I would much appreciate the opportunity to contribute to your ongoing growth and continued success.

Please review my attached application for additional details regarding my expertise and achievements. Do not hesitate to reach out if you have any questions or need further clarification of my experience. I would love to meet with you and discuss the position in detail.

Thank you for your consideration.

Rgds

Arnold John Fernandes

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PROFESSIONAL RESUME	
<i>Date of Birth</i>	<i>Feb -04-1991</i>
<i>Religion</i>	<i>Christianity</i>
<i>Address</i>	<i>Misquita Garden Block B5 , 73 Randle Road Garden West Karachi Pakistan</i>
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Objective

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the organization

Experience

Organization	Orange Tree Foundation
<i>Duration</i>	<i>September 2021 to Present</i>
<i>Designation</i>	IT Manager – Information Technology

<i>Job Responsibilities</i>	<ul style="list-style-type: none">• Manage Servers, Software and backups Troubleshoot and resolve all computer related and technological problems.• Running regular checks on network and data security.• Identifying and acting on opportunities to improve and update software and systems• Develop and design IT policy and best practice guides for the organization.• Conduct training for staff.• Share reports with senior staff.• Manage and report on allocation of IT budget.• Identify problems and implement solutions in time.• Keep systems advanced, user friendly, efficient, fast and economical.
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Organization	Emirates Shipping Line - Allied Logistics
Duration	2014 November to September 2021
Designation	Asst IT Manager – Information Technology
Job Responsibilities	<ul style="list-style-type: none"> • Creating a complete network infrastructure at workplace • establishing networking environment by designing system configuration, directing system installation, defining, documenting, and enforcing system standards; • design and implementation of new solutions and improving resilience of the current environment; • maximizing network performance by monitoring performance, troubleshooting computer problems and outages, scheduling upgrades • undertaking data network fault investigations in local and wide area environments, using information from multiple sources; • securing system by establishing and enforcing policies, and defining and monitoring access; • upgrading system equipment to latest stable firmware releases; • configuration of routing and switching equipment; • remote support of users/customers during installation; • remote troubleshooting and fault finding if issues occur upon initial installation • Creating Managing Email hosting <p><u>Office Administrator -Allied Logistics</u> November 2018 – September 2021</p> <ul style="list-style-type: none"> • Support company operations by maintaining office systems and supervising staff. • Maintain office services by organizing office operations and procedures, assisting payroll, controlling correspondence, designing filing systems, reviewing and approving supply requisitions, and assigning and monitoring clerical functions. • Provides historical reference by defining procedures for retention, protection, retrieval, transfer, and disposal of records. • Designs and implements office policies by establishing standards and procedures, measuring results against standards, and making necessary adjustments. • Completes operational requirements by scheduling and assigning employees and following up on work results. • Keeps management informed by reviewing and analyzing special reports, summarizing information, and identifying trends. • Maintain office staff by recruiting, selecting, orienting, and training employees. • Maintain office staff job results by coaching, counseling, and disciplining employees, and planning, monitoring, and appraising job results. • Achieves financial objectives by preparing an annual budget, scheduling expenditures, analyzing variances, and initiating corrective actions.

Organization	American President Lines Pakistan
<i>Duration</i>	<i>2010 November To 2013 May</i>
<i>Designation</i>	Export Analyst – Trade & Network
<i>Job Responsibilities</i>	<ul style="list-style-type: none"> • Weekly load plans Preparation for different customers • Evaluate the need of 3D inspection of containers to get boxes disinfected • Issue LOB's along with physical survey report of Flat racks containers within 12 hours sailing of every vessel • Make sure to deliver the cargo on RDD basis, if delays then send reasons for delay • In addition obtaining approval from Customers for staging cargo at ports or yard facilities to provide good services to customers • Creating routes of Shipping Instructions for Customers • Maintaining current status of sailing containers whereabouts • Ensure the container has reached the correct destination • Updating container activity in System software • Achieving Online Customer Service objectives by contributing information and recommendations; preparing action plans; enforcing productivity, quality, accuracy and customer service key performance measures; determining opportunities for improvement; implementing change • Perform all consignee customer service duties to include, customer inquiries via email regarding discharge status, product information • Resolve customer's problems/discrepancies/issues in an expeditious, courteous, productive and friendly manner • Attend meetings and training sessions as required.

Internship: UBL head Office Microsoft Team Internship Programme

Academic Qualification

S.no	Certification/Degree	School/College	Board/University	Specialization
1	<i>Bachelors</i>	<i>Regular Candidate</i>	<i>PIMSAT</i>	<i>IT (last semester)</i>
2	<i>Intermediate</i>	<i>Regular Candidate</i>	<i>BIEK</i>	<i>Computer Studies</i>
3	<i>Matriculation</i>	<i>St. Lawrence's Boys School</i>	<i>BSEK</i>	<i>Computer Studies</i>

Key Skills

Communication, Problem Solving, Team Player ,Planning and Organizing, Computing tweaking Hardware Software

References

Will be available on Request