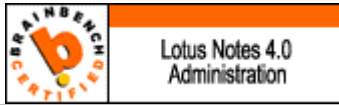


# MANOJ R. D'SOUZA



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## PROFILE

A Post Graduate in Computer Systems Management, and a Post Graduate in Commerce.

I'm well versed in contemporary technologies of Information Management/Groupware using Lotus Domino/Notes. Highly proficient in Office based Suites of major vendors like Microsoft, Lotus and WordPerfect with a keen inclination for emerging Graphics, Animation, and Web technologies. All of the above is backed up with an excellent knowledge of hardware.

Commencing my career as an Educator with Bharatiya Vidya Bhavan an Institute of Indian Education, Art and Culture in 1990, today I have a working experience of over 10 years, out of which over 7 years have been in the Middle East. Currently based in Dubai since 1996 working for ITE Distribution a major software/hardware distribution company.

## SKILLS SUMMARY

Lotus Domino Server and Lotus Notes  
Lotus Domino Fax Server  
Design and development of workflow applications using Lotus Notes  
Windows NT Server and Workstation  
Novell Netware  
Ms-Office  
Corel Draw  
Front Page  
Macromedia Flash  
Dreamweaver  
Fireworks

## EDUCATION

Certified BrainBench Lotus Notes Administrator, Dubai, UAE - 2000  
Certified BrainBench Ms-Office Specialist, Dubai, UAE - 2000  
Microsoft Certified Professional (MCP) in MS-Windows 3.1 and MS-Excel, Dubai, UAE - 1996  
Post Graduate Honours Diploma in Systems Management from NIIT, Mangalore, India. - 1998-1990  
Master of Commerce (M.Com) from Karnatak University, Dharwad, India. - 1989-1990  
Bachelor of Commerce (B.Com) from St.Alyosius College, Mangalore, India. - 1996-1988

## OTHER PROFESSIONAL COURSES

Senior Staff Safety Induction Course from Petroleum Development Oman, Oman. - 1992  
Refresher Course in UNIX & C from Karnataka Regional Engineering College, India. - 1990  
English Typewriting from Karnataka Secondary Education Commerce Examination Board, India - 1995

## EMPLOYMENT HISTORY

**September 1996 – To date      Support Manager, ITE Distribution, Dubai, U.A.E**

### **As Support Manager for ITE Distribution**

- Providing Technical Support to Resellers for our entire product range (Logitech, Symantec, Corel, Belkin, Kingston), by coordinating with our suppliers and delivering effective and timely solutions to their problems.
- Installation, Administration and on going maintenance of Lotus Domino/Notes, Domino Fax Server, Novell Netware, Windows NT, Windows NT Workstations, Workgroup faxing using WinFax Pro and Windows 95/98 workstations.
- Designed and Created workflow applications in Lotus Notes to help ease the day to day working of the Company.
- Preventive maintenance and support for in-house servers and workstations
- Coordinating purchases of all Hardware related equipment

- Excellent knowledge of Hardware

#### **As Training Center Manager of Digitech**

- Management and operation of the Training Division as a separate cost/profit Center
- Conducting classes for various MS-Office, Lotus SmartSuite and Corel WordPerfect based office suites.
- On-site and customized training for Corporate Clients.
- Leasing the training centre and its facilities for training/corporate clients to conduct their own training.

#### **August 1994 – October 1995 Consultant Software/Training AI-Ahlia International LLC, Muscat – Oman**

- As the Centre head of the Training Division was responsible for design and development of various training courses for Schools, Corporate Companies and End users. Day to day functioning of the Center along with Staff management.
- Deputed to onshore/offshore rigs of Petroleum Development of Oman (PDO), Oman's largest public sector oil company, for installation and product support for All-In-One E-mail package for communication from the Rigs to the Main office in Muscat. Support on all Microsoft Office Applications, Hardware troubleshooting , System Installation and Restoration.
- System Study and design of Applications in Clipper/FoxPro/Dbase under DOS and Windows 3.1 environment for various applications like Inventory and Payroll. Also various custom applications using Macros in Lotus 1-2-3 for Windows.
- Designing of brochures, leaflets, tenders and slide shows for exhibitions and product demos.
- Installation, Support and maintenance for PC products and Novell Network

#### **July 1992 - July 1994 Associate Consultant Training/Software, AI-Ahlia International LLC, Muscat - Oman**

#### **July 1990 - July 1992 Senior Faculty , Bharatiya Vidya Bhavan, Mangalore - India**

- Designing suitable computer courses for various categories and levels of end users.
- Design and preparation of course material.
- Conducting periodic reviews, quizzes and tests.
- One of the faculty teaching PG. students. Subjects taught were Basic, COBOL, WordStar and Dbase.

#### **November 1989 - June 1990 Faculty, S.N.S Polytechnic Mangalore - India**

During the course of getting my PG. in Computers, I undertook a part time job of teaching Computer Basics, Word Processing and Database Management for final year students of electronics.

#### **Personal Details**

Date of Birth : 17<sup>th</sup> May, 1968  
 Marital Status : Married  
 Children : 2

**Manoj R. D'Souza**

Visit me on the web at <http://www.geocities.com/mrdsouza>