

# Resume of Jojee M Issac

## CURRICULUM VITAE

**JOJEE M ISSAC**

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**E-mail: [jojeeissac@gmail.com](mailto:jojeeissac@gmail.com)**

### Objective:

- Manage, supervise, coordinate the analysis, evaluation, development, testing, implementation & support of new and existing Business applications used for Automotive sectors.
- Having phenomenal dealer business acumen and senior consultant level of technical expertise in all modules of the Kerridge Autoline DMS thus highly successful in providing cost effective dealer IT solutions that upsurge profits and productivity.

### Profile:

- Over 16 years of work experience & more than 11 years in Automotive dealership environment with good knowledge in all modules of Kerridge Autoline and Business Process on Automotive Retail Business .
- Oversee the analysis of user needs and implement the applications that enhance the organization's business processes , upsurge profits and productivity.
- Responsibility for the analysis, evaluation, development, testing, implementation & Support of Kerridge Autoline and other Business applications.
- Excellent knowledge in all modules in Kerridge Autoline.
- Expert KCML programming knowledge and excellent in Report Generator (using Derived logic and Overlays).
- Diligent Application manager offering a proven record of success leading all phases of diverse Business application projects.
- Managing Application Development/Support Team including the planning, coordination and review of work plans for applications development staff; assigning work activities, projects and programs; reviewing and evaluating work practices and processes.
- Work with departments to maximize and standardize the usage of DMS Autoline & other applications.
- Developing project time lines and identify project tasks, risks and procedures.
- Responsible for assembling project plans and teamwork assignments, directing and monitoring work efforts daily, identifying resource needs, performing quality review; and escalating functional, quality, timeline issues appropriately.
- Strong knowledge in RDBMS.
- Developing, deploying and managing high performance, scalable and robust database driven application using .Net Applications, VB/Delphi/ Oracle/ SQL.
- Coordinate with ADP & Daimler to resolve the issues & new requirements.

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- Act as second level support for all Application issues reported by the user.
- Coordinate with other software providers to define and establish service and support requirements.
- Knowledge of project management tools.
- Ensuring that end users are appropriately trained on all necessary applications.
- Develop and provide reporting on application performance, service level agreements, incident ,backups and problem management .

## IT Experience (16 Years):

**Company** : Albisher & Alkazemi - Mercedes-Benz.Kuwait.  
**Duration** : September 2007- Till date  
**Designation** : Asst. Manager - Business Applications(Kerridge Autoline).

Albisher & Alkazemi Company is general distribution of Mercedes-Benz passenger cars, cross-country vehicles, trucks, buses, Unimogs; general distribution of MTU generators, industrial and marine engines and Fuchs oil.

url: [www.mercedes-benz.com.kw](http://www.mercedes-benz.com.kw)

**Roles & Responsibilities:** I am responsible for analysis, evaluation, development, testing, implementation, support & managing of Kerridge Autoline and all Business applications which will enhance the organization's business processes , upsurge profits and productivity.

Work with departments to maximize and standardize the usage of DMS Autoline, new Autoline Modules & other business applications.

Develop complex reports in Kerridge Autoline using Report Generator (using Derived logic and Overlays).

Leading all phases of diverse Business application projects.

Managing Application Development/Support Team including the planning, coordination and review of work plans for applications development staff; assigning work activities, projects and programs; reviewing and evaluating work practices and processes.

Oversee the analysis of user needs and make recommendation for applications that enhance the organization's business processes

Develop and provide reporting on application performance, service level agreements, incident and problem management

Provides leadership, coaching and direction to the Application team.

**Key Achievements:** Have been creatively responsible in aligning the IT strategy with the individual business objectives of Albisher & Alkazemi. I have successfully managed to deploy the following enterprise applications.

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- Successfully implemented Kerridge Autoline 8.39 in the year 2009 and all the Mercedes Benz Interfaces.
- Successfully implemented Autoline H version with no major issues and greatly shown the level of professionalism by the A&A project team .
- Intranet portal - Enhance communications ,Streamline operations and business processes ,Enhance organizational knowledge ,Improve HR management
- Workshop washing and delivery Application which helps to streamline the washing and delivery of the vehicle
- Laser Print Solution (Planet press) - Autoline Dot matrix printouts to laser .Plain paper to produce high quality, laser printed documents
- Qlikview BI Dashboard -Provide dashboard to decision makers with standard KPIs and analysis from data stored in Autoline
- Mystro Payroll -Implemented the HRMS system
- Appreciation from ADP and fist customer in middle east implemented successfully with minor issues

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## Work Summary

1.	<i>Supervisory</i> <ul style="list-style-type: none"><li>- Plan, direct, coordinate and review the work plan for applications development staff. Assign work activities, projects and programs. Meet with staff to identify and resolve problems</li><li>- Review and evaluate work products, methods and procedures.</li><li>- Participate in the interview/selection process. Train, evaluate and communicate with assigned staff. Work with staff to enhance their skills.</li><li>- Prepare and present project progress reports. Identify problems, issues and recommend solutions.</li><li>- Assists the IT organization in defining the implementing its business plan and goals to support the strategy and goals of the organization</li><li>- Provide highly responsible and administrative support to the IT Manager.</li></ul>
2.	<i>Project Coordination</i> <ul style="list-style-type: none"><li>- Coordinating with the software application vendors to define and establish service and support requirements.</li><li>- Coordinate with ADP to resolve the issues &amp; new requirements</li><li>- Coordinate with Daimler Coc to resolve the issues &amp; new requirements related to MB.</li></ul>
3.	<i>Functional</i> <ul style="list-style-type: none"><li>- Responsibility for the analysis, evaluation, development, testing, implementation &amp; Support of Business applications</li><li>- Assist in developing project time lines and identify project tasks, risks and procedures.</li><li>- Prepare various documentation including project reports, process and user manuals, presentations, strategic and technical plans and other related information on assigned application analyses.</li><li>- Responsible for assembling project plans and teamwork assignments, directing and monitoring work efforts on a daily basis, identifying resource needs, performing quality review; and escalating functional, quality, timeline issues appropriately.</li><li>- Oversee the analysis of user needs and make recommendation of software applications</li><li>- Maximize and standardize the usage of DMS application</li><li>- Develop and provide reporting on application performance, service level agreements, incident ,backups and problem management .</li></ul>
4.	<i>Others</i> <ul style="list-style-type: none"><li>- Provide technical advice and information regarding the product-specific problems to the team</li><li>- Best practices such as those defined by the Project Management Body of Knowledge (PMBOK)</li><li>- Preparation of IT budget &amp; plans</li></ul>

**Company** : iSoft R&D Pvt Ltd. Chennai, India.  
**Duration** : February 2005 – April 2007  
**Designation** : Senior Software Engineer.

iSOFT is an UK based MNC which has been developing innovative healthcare technology since its foundation in 1994. iSoft R&D Pvt Ltd, 4th largest British public company listed on the London Stock Exchange. It is primarily targeted to meet the R&D needs of healthcare information through innovation and invention across the entire health communities. iSOFT operate from offices in UK, Australia, Canada, Germany, Hong Kong, Ireland, The Netherlands,

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Malta, New Zealand, Singapore, Spain, Switzerland and India. Already more than 1,500 healthcare institutions and over 5,000 General Practitioners in 14 countries use iSOFT applications to manage patient information and drive improved care processes. This is a product company and takes pride in its flagship product Lorenzo, an integrated health care product url: [www.isofthealth.com](http://www.isofthealth.com)

## Work Summary

- Involved in Design and development of Synergy Premiere Product . Synergy Premiere is primary care software product and I worked in Visual Basic, Delphi Technology and the domain is Healthcare

**Company** : Ziac Softwares Pvt.Ltd, Bangalore, India.  
**Duration** : From February 2002 to January 2005  
**Designation** : Senior Software Engineer

Ziac Softwares is involved in Developing Business Application software and system integration. Ziac has developed successful software's in the field of financial accounting for HLL Re-Distribution Stockiest, Inventory control, Payroll, Automobile Dealership Software for TVS Suzuki, Hero Honda & Bajaj dealers.

These software's are found place in some of the high quality conscious such as Praxair India Ltd., I.T.C., Filtrona, PepsiCo, Buhler India, Majestic Mobikes (P) Ltd., Lakshmi Motors, Right Motors, Nidhi Motors, Ratheesh Motors, Ideal Motors, Uttam Agency, SD Marketing, Ramanath Distributors, Durga Enterprises, etc.

url: [www.ziacsoft.com](http://www.ziacsoft.com)

**Company** : Compssoft Pvt Ltd,Kottayam, India  
**Duration** : November 1999 to December 2001  
**Designation** : Software Engineer

Compssoft Pvt Ltd is involved in Developing Business Application software. Compssoft has developed successful software's in the field of Inventory control, Payroll etc.

## Academic Details:

Qualification

- 1) M.Sc Information Technology  
Annamalai University
- 2) Bachelor of computer application (BCA)  
Mahatma Gandhi university, kerala, India

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## Personal Details:

Father's Name : M. P. Issac  
Date of birth : 8<sup>th</sup> Oct 1976  
Permanent Address : Mulankattil house, Chengannur P. O,  
AllepyDistrict, Kerala  
Sex : Male  
Marital Status : married  
Nationality : Indian.  
Passport No : B2783055  
Visa status : Article 18 (transferable residence)

## Achievements:

- Received spot awards for the good commitment and performance.
- Handled team size of 7-10 members.
- Received appreciation letter from CEO for the successful implementation of Autoline H version.

## Reference:

Made available on request.