**Koushikibrata Maity (Prince2®, ITIL®, MCSA)**

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**MIDDLE LEVEL PROFESSIONAL**

 **⮱ Datacentre Management ⮱ IT Infrastructure Management ⮱ Operation Management**

**PROFESSIONAL SNAPSHOT**

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►A multi-faceted professional with Over 15 years of experience in a middle management capacity and primarily accountable for handling Wintel Service Delivery Management and Operations.

**Service Delivery Management**

**Datacentre Operation**

**Wintel Operation**

**IT Infrastructure Management**

**SLA Management**

**IT Services Management (ITSM)**

**Capacity Management**

**SAP R/3, ECC6.0**

**AD and Antivirus**

►Proven ability in improving operations, enhancing business growth by setting-up infrastructures, handling project management and service delivery.

►A technocrat with a proven track record of delivering value to organizations by effective strategy planning and leading new infrastructure projects during the career span.

►Implementation and upgradation experience of Microsoft Active Directory, Microsoft Failover Clustering, Microsoft Network Load Balancing (NLB), Symantec Endpoint Protection Manager, Symantec Live Update Administrator and McAfee EPO.

►Having Knowledge and experience on SAP Basis and SAP User Support.

**FUNCTIONAL SKILL SET**

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**IT Infrastructure Management**

* Framing information technology strategies, managing the technology resources of medium to large scale projects.
* Datacentre Infrastructure Management.
* Evolving new IT related standards, norms, usage policies and implementing them across the organization.

**Incident & Problem Management**

* Ensuring that the goals of the incident management process are achieved, restoring normal service as soon as possible based on customer perspective and within defined SLA.
* Detecting, logging, categorizing & prioritizing incidents and providing initial incident support.
* Closing incidents after verification from users, defining & planning separate procedures for major incidents and ensuring adherence to SLA and priority-based management.

**Change Management**

* Create change management strategy & apply a structured methodology.
* Lead change management activities, assess the change impact, Identify, analyses, prepare risk mitigation tactics,
* Monitor, close and measure the success of change management progress.

**ORGANISATIONAL SCAN**

**Since Jan’13 DXC Technology**

**(previously Hewlett Packard Enterprise and Hewlett Packard)**

**as Service Delivery Lead on a Nationalized Banking Project**

**Main Roles & Responsibility:**

* Manage the overall operation management of the account.
* Responsible for team management activates like shift scheduling, KRA definition, performance planning and review of team members performance.
* Identify and arrange technical / operational trainings for team as and when required.
* Applies patches to major subsystems and services, roles, and file system components within a Windows Systems environment and performs Operating System and patch testing on all changes prior to installation.
* Executes basic PowerShell or Command Shell commands.
* Coordinate with multiple stake holder and vendor.
* Facing RBI Audit and Mitigate Security Audit points
* Writes technical operating system documentation and update QMS Dashboard.
* Controls system access and security aspects of critical systems.
* Demonstrates in day-to-day work adherence to security best practices.
* Establishes and maintains suitable resource and performance monitoring on all systems.
* Demonstrates day-to-day adherence with change control precepts and practices.
* Monitor and guide daily task of DCO and L1 Administrator Team members.
* Arrange team meetings on monthly basis or any changes or emergency.
* Meeting and exceed contracted Service Level Agreements.
* Planning, implementation, and configuration of monitoring and maintenance server and infrastructure.
* Initiate and get timely approval for changes in system domains.
* Monitors and maintains Windows Server operating system and additional server components including Active Directory Server.
* Review and analyse the reports and define and track the execution of plan of action for better results

**Project Deliverables:**

* Handle Data Centre and Disaster Recovery site, with 150+ Servers.
* Microsoft Windows Security Patch Management
* Maintaining and troubleshooting of Active Directory Infrastructure (GPO, DNS, 28000 Users.)
* NTP and Clusters implementation on Windows2008 R2.
* Security Solution deployment and maintain (Symantec Suite - SEPM v14.0.1).
* Effective management of resources and driving system delivery performances through stringent quality and process control.
* Responsible to handle operations team and manage customer expectation.
* Manage Backup and Storage team.

**Project Completed:**

* Architecting, Implementation & Upgradation of Active Directory (6 Domain controller with 2 zone 3 Domain Controller each Zone)
* Completed AD Implementation on over 3400 Branches.
* Implemented Group Policy as per project requirements.
* Upgrade all Server from Windows Server 2003 SP2 to 2008R2 and 2012R2
* Symantec Endpoint Protection Installation and Upgradation on All Windows Server along with 2 management servers.

**Tools Using**

* Cyber-Ark Launches Privileged Identity Management (PIM) Suite for Remote Server Sessions
* HPE Server Automation for MS Windows Security Patch Deployment
* HPE Service Manager for Incident and Change Management.
* HPE Operation Management for System Monitoring Alert.
* HPE Performance Manager Performance Report
* HPE Data Protector for Server Backup.

**May’07 – December’12 Welspun Group, as Asst. Manager-IT**

IT Function in-Charge for Welspun Syntex Limited

Survey No. 394 (P) Village - Saily, Silvassa U.T. of Dadra and Nagar Haveli)

**Please proceed to annexure for project details.**

**Growth Path:** Assistant IT Department : May’07 – April’08

 Officer IT : April’08 – March’09

 Senior Officer IT : April’09 – March’10

 Assistant Manager IT : April’10 – December’12

**DELIVERABLES**



* Supervising Local IT Team & assure best support to all user. Maintain Group IT Policy
* Single point of contact (SPOC) for all customer complaints and escalations.
* Basis Support SAP User of the plant
* Active Directory, User administration, MS Exchange Mailing management
* Essaying a key role in team leading, monitoring team members, coordinating between the internal team like Service-Desk, IMS, RDM, SOC, NOC etc., accountable for delivery of generic support team.
* Handling escalations, responsible for taking decision to escalate incident to next level team if team is not able to resolve within time.
* Responsible for managing Project in combining of server, desktops/ Laptops/ peripherals & other networking devices.
* Survey of Existing Infrastructure, feasibility study, new network design and approval, BOM preparation and procurement conduction and execution of project.
* Well versed with Windows XP/2000/2003/2008/2008R2 Server -fresh domain installation, DHCP configuration, Active directory migration, patch & service pack updating.
* Implementation of security policy & Backups (Symantec Veritas Backup Exec).
* Proficiency in Novell Netware 3.1 installation, Volume mirroring, configuration of NDS.
* Installation & troubleshooting of Windows XP/7 Professional, configuring mail accounts, Customize software, corporate Antivirus, Patches Installation.

**January’04 – May’07 Modern Leather Works as EDP In-Charge**

 **B/9/H/3, Abinash Chowdhury Lane, Kolkata – 700046, West Bengal.**

**Key Highlights**

* Manages and supervise day-to-day IT operation.
* Request for product details and quotation from different vendors for new required IT peripherals.
* Constant follow up with vendor.
* Asset management and Documentation.

**December’02 – December’03 Advanced Computer Solutions as Customer Support Engineer**

 **62 Ganesh Chandra Avenue, Kolkata – 700013, West Bengal.**

**Key Highlights**

* Essayed a key role in efficient supervision of the IT Support Department which involved the first-level call resolution group as well as the second-level desktop technical support group.
* Ensured support operations within agreed SLA’s/ OLAs.

**DELIVERABLES**



* Defined and developed the end-user deployment and rollout plan. Managed the rollout team to coordinate delivery of multiple work products. Completed the roll-out and closed deployment and moved project to steady state operations.
* Well versed with Windows NT/200 Server -fresh domain installation, DHCP configuration, Active directory migration, patch & service pack updating.
* User administration, implementation of security policy & backups; installation of User Utility software, permission setting, backup configuration.
* Proficiency in Novell Netware 4.1 installation, Volume mirroring, configuration of NDS, Print Server, GroupWise, SFT III.
* Installation & troubleshooting of Windows XP/7 Professional, Ubuntu, Fedora, configuring mail accounts, Customize software, corporate Antivirus, Patches Installation.
* Expertise in RAIDs; managing the overall administration of LAN, WAN systems.

**PROFESSIONAL QUALIFICATION**



* **Professional Software Programme from Brainware Computer Academy.**

Computer Fundamentals, DOS, Windows, Office, internet, Intranet Ware (Novel NetWare 3.12), UNIX and C++ with oops & FoxPro with project.

* **Computer Maintenance from CMC Limited**
* Foundation Module of Certificate Course in Computer Maintenance & Computer Networking from CMC Limited
* **MCSA - Microsoft Certified Solutions Associate (Certification)**

License Number: 1136436 (https://mcp.microsoft.com/Anonymous//Transcript/Validate)

Paper Details:

i. Exam 70-640: Windows Server 2008 Active Directory, Configuring

ii. Exam 70-642: Windows Server 2008 Network Infrastructure, Configuring

iii. Exam 70-646: Windows Server 2008, Server Administrator

* **ITIL V3 Foundation (AXELOS), License Number: GR750121087KM**

Key elements, concepts and terminology used in the ITIL service lifecycle, including the links between lifecycle stages, the processes used and their contribution to service management practices.

* **PRINCE2® Foundation Certificate, License: GR633014843KM**
* **PRINCE2® Registered Practitioner Certificate, License GR634008704KM:**

**TRAININGS & CERTIFICATION**



* **ITIL & Prince2 training from Simplilearn (90 PDU)**
* PMP training (Welspun House, Mumbai -14 PDU).
* Microsoft® Project 2013, Microsoft® Excel® 2013 Foundation & Intermediate training form Simplilearn.
* Customer Support & Satisfaction (Welspun House, Mumbai).
* Positive Attitude (Welspun Syntex Limited, Rakholi).
* Time Management Welspun Syntex Limited, Rakholi).
* Fire Fighting (Welspun Syntex Limited, Rakholi)
* SAP BASIS (Welspun India Limited, Anjar).
* SAP PP Module (Welspun India Limited, Morai-Vapi).
* FCNA & CCNA Training from TECHNO LAB (Xenitis).

**SCHOLASTICS**



* 2001 Bachelor of Commerce, from Calcutta University.
* 1998 Higher Secondary from West Bengal Council of Higher Secondary Education.
* 1995 Senior Secondary from West Bengal Board of Secondary Education.

**PERSONAL DETAILS**

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Address: J/216, Baishnabghata Patuli Township, Kolkata – 700094, West Bengal, India.

Date of Birth: 1st Day of December 1979.

Family Member: Parents, Spouse and two Child.

Language Known: English, Bengali and Hindi.