

# Indrajit Pal

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## Career Objective

BTech in Electrical Engineering. Working in DXC.Tech for last 1year 4months. Have experience in working in Linux OS Windows OS and Mac OS. Wants to switch to Cloud Operational support job role. Have well theoretical knowledge in Linux Networking and Cloud Computing (AWS).

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## Work Experience

06/2018 - Present

### Banagalore

Technical Support Analyst (DXC.Technology)

- Includes Troubleshooting work in Mac OS, Windows OS and Linux OS. Also, expert in solving issues in iPhone and Android Mobiles.
- Have the knowledge of Web servers and the troubleshooting methods. Worked on the issues of Admin access, Password reset and Mac and Windows Hardware issues.
- Working and troubleshooting on Microsoft Applications. Domain Refreshing and Domain Joining for Mac and Windows.
- Good knowledge in LINUX Installation, Configuration and upgradation administration on LINUX and UNIX environments(RedHat Environment)
- Manage effective use of corporate tools, such as email and active directory

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## Education

Aug 2013 - June 2017

### Durgapur Institute Of Advanced Technology and Management (MKAUT)

Electrical Engineering

CGPA -7.4

Relevant Project: Single and Dual Axis Solar Tracker

Extracurricular Activities: Football Team Captain

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## Languages

English	— Professional
Hindi	— Proficient
Bengali	— Proficient

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## Job Traits

- Analytical Thinking
- Team Leadership
- Organization & Prioritization
- Problem Solving
- Team Leadership
- Strong Communication

## **Additional Skills**

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In depth understanding of DNS and Networking concepts.

Understanding of different web services and troubleshooting skills.

Performing application installations, maintenance, upgrades, training, and user support within a defined application environment.

Provide operational support for enterprise applications, associated servers, directory services, email and DNS.

Expertise in the technical domains: Windows, Linux, Database, Storage, Networks, Scripting, Security