

**Professional Objective:** I am a confident, self-motivated, diligent and dedicated individual with a passion for Computer. I enjoy working in a team as well as working as an individual exercising my own self-management.

**Synopsis**

* Diploma in Computer Hardware Engineering qualified with total 14 years of qualitative work experience in System Administration (ERP) and high level technical support of Networking, Messaging and Windows Environment.
* **Presently working with Adhunik Industries & Corporation ltd, Durgapur, as System IT In charge since March 2010.**
* Current Responsibilities include:
  + Overall System Administration, Maintenance, Network Connectivity, Data backup of Durgapur Unit
  + Troubleshooting and installation of ERP, **FARVISION**, PCs, Data transfer, Application installation, and configuration.
  + Coordination with ERP team for new implementation.
  + Server connectivity and trouble shooting.
  + Responsible for Microsoft Outlook Configuration, Client installation,
  + Assist users for day to day issues of their application usages.
  + Network Printer Configuration, Maintenance, servicing
  + Checking of Reachability Cisco Routers, Switches and Servers at Other offices in Mumbai and Kolkata
  + Attendance system installed & configuration.
  + Cctv system installed & configuration
* Actively participation in discussion and decisions of across office unit at different geographic locations
* Consistent high Performer. Received Appreciation Letter from higher management.

**Areas of Experience**

* ERP Administration, support & Connectivity at plant.
* Installation and configuration of Server Hardware which includes OS and Data Disk Configuration with different RAID levels, Installation and Upgrading CPU and Memory DIMMs.
* Troubleshooting, configuration and implementation of Windows Operating Systems and related applications
* Troubleshooting/Diagnostic, configuration and implementation of Cisco networking
* Proficient in Microsoft Outlook Server and Client configurations

**Other Skills**

***Effectively working on Customer issues:***

* Apply a checklist to learn about any product or newly released products.
* Clearly document every case notes on ticket tracking systems with - “Problem, Analysis & Action Plan.”
* During leisure, try to acquire as much technical knowledge as possible on the products and re-arrange those information for faster access during working on customer issues especially during crisis situation..

***Special Interests:***

* Creating documents with frequently used useful information

**Work Experience**

**Organization**: Progressive Infotech (P) Ltd, Kolkata.

**Role :** Customer Support Engineer

**Duration :** Jan 2006 to Nov 2006

**Description :** Installation, Troubleshooting, configuration and implementation PCs, Printers and Operating systems

**Organization**: RT Outsourcing Services Ltd, Kolkata(HP’s Partner)

**Role :** Senior Customer Support Engineer

**Duration :** Dec 2006 to Mar 2010

**Project Handled:**

**A). Hindustan Lever Limited(HLL):**

* Involved in a large migration project at Hindustan Lever Limited(HLL) for their Desktops, which includes transferring user data, configuring e-mail and customer specific applications. Received an appreciation from customer for completing the project on time and the hard work.

**B). DHL:**

* Installation and configuration of Server Hardware and PCs. Troubleshooting, configuration and implementation of Windows Operating Systems and related applications

**C). NCR Project:**

* Installation, configuration and Troubleshoot of NCR ATM Systems

**D).HP Project through REDINGTON INDIA LTD**

* Installation, configuration and servicing of HP desktop & Laptop.

**Personal Data**

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| **Academic Credentials** | * Diploma in Computer Hardware Engineering with First Class grade in 2005 from George Telegraph Training Institute, Kolkata |
|  | * Currently undergoing correspondence courses to complete Graduation from Burdwan University * Completed Higher Secondary(12th) in the year of 2000 from West Bengal Council of Higher Secondary Education * Completed Secondary(10th) in the year of 1998 from West Bengal Board of Secondary Education |
| **Date of Birth** | 15-Mar-1978 |