

Divakar Mukherjee

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Over 9+years of experience in Infrastructure network and Systems. Extensive experience in vendor management and managed cloud services. Proven ability to bridge technology and business goal to provide productive solutions. Demonstrated success leading and mentoring cross-functional teams in multi-facility environments in order to maximize levels of productivity. Inventory management, technical Coordination & Administration, experienced in Customer Service, Material & Product handling. Create and update trouble tickets as required by standard procedures. Assist with escalations as requested by engineers or management. Expertise in troubleshooting of Technical problems and computer system components. Excellent command over both written and spoken English.

Good Communication & interpersonal skills. Ability to multi-task as well as retain tactfulness and composure under pressure. Ability to provide and take constructive feedback in a positive manner. Ability to apply analytical thinking skills to solve complex technical problems timely. Making a positive impact in the field of networking, leading to organization growth by creative application of value based job skills.

#readytowork

Willing to relocate: Anywhere

Work Experience

Co-ordinator

Imdaad LLC - Dubai

November 2017 to December 2018

(Left This nice opportunity because of health injury)

Ensures the effective delivery is in accordance to the System Quality Management plan represents the Project Manager in front of the customer for quality, build and maintain a strong relationship with the customer quality team in order to have a good dialogue and capture the customer perception on a daily basis, put in place the correct improvement actions in a quick and efficient manner to ensure continuous customer satisfaction. Support the Engineering team, inventory and the Project Manager for the monitoring of the Key Performance Indicators of the maintenance contract. Manage the team of subcontractor's QC Controllers, to ensure the delivery of consistent quality requirements. Responsible for internal IT & Infrastructure materials, troubleshooting and audit at client end. Conduct Quality Audits on Suppliers and Subcontractors in coordination with System Quality & Safety team. Organize processes quality inspections, record processes deviations and non-conformities and follow-up the necessary corrective and preventive actions. Responsible for work orders, SORs, creating NCRs (Non Conformance Report: Physical evidence of non-compliance. For example, the absence of a required record or incomplete information on an existing record.) for not adhering the company policies, petty cash, arranging appointment for employees medical and Identification (E-Id Emirates ID) liaising between staff and customers and ensuring smooth functioning of the office scheduling appointments for executives, and performing data entry and filing supporting staff in drafting emails

and solving customer's complaint ensuring office equipment are working properly and maintenance is done periodically keeping adequate stock of office stationery and supervising house-keeping activities providing instructions to plumber, electrician, and carpenters for repair and maintenance work controlling and handling data entry, data exchange, and data dissemination.

Senior Admin and Account Officer

Reliance Infra - Faridabad, Haryana

August 2014 to March 2017

Responsibilities:

Managed accounts, office administration and internal IT within Reliance Infra for clients like HPWD, BSNL and NHAI.

Worked in the project providing value based strategic expertise, marketing, research services, customer service and technology consulting.

Key Responsibilities include:

- Handled Delhi to Agra Toll Project.
- Stake holders/vendors management for GF, CZ, DA, BS Toll Roads.
- Responsible for billing and administrative work.
- Responsible for internal IT.
- Managing CCTV camera/network installation & maintenance from Delhi to Agra project tolls.
- Maintain & Update the Infrastructure documentation.
- Checking timesheets and processing payroll, Invoicing, payment processing, credit control, cash flow forecasting, reconciliation, expenditure tracking, job costing, financial reporting, annual returns, liaison with accountants. Managing the budget and provision of office equipment, IT and Stationery.

Manager IT

NityoInfotech Services Pvt. Ltd - Noida, Uttar Pradesh

February 2011 to June 2014

Responsibilities:

Develop and manage network infrastructure within NityoInfotech Services Pvt. Ltd. serving Fortune 1000 organizations.

Direct projects providing Internet-focused strategy expertise, strategic marketing, research services, customer service and technology consulting.

Interface with client executive team to define project requirements and translate business objectives into tactical plans. Lead cross functional teams through design, testing and implementation.

Key Responsibilities include:

- Managing the Network infrastructure design and delivery of end-to-end solutions.
- Managing team of 4 team members.
- Handling India locations: New-Delhi, Noida.
- Managing security/network & maintenance for all locations.
- Manage mail accounts hosted on cloud.
- Maintain & Update the Infrastructure documentation.
- Scheduling of leave and Shifts Management.

Senior Technical Support Officer

HCL Technologies - Noida, Uttar Pradesh

February 2007 to October 2010

Responsibilities:

Worked as a active team player within HCL Technologies serving Fortune 1000 organizations.

Providing customer service and technology consulting.

Key Responsibilities include:

- Handle issues related to Firewall / Anti-Virus.
- Use Nslookup or Netdiag to diagnose host or domain resolution problems.
- Troubleshoot Problems related to Sky Box / Gaming Console.
- Handle issues related to Voyager & Linksys routers (wired & wireless), modems, gaming adaptors, Speed touch modems, Hubs, Switches, and Wireless Cameras & Access Points.
- Handle queries related to TCP-IP.
- Handled issues related to IP phones.
- Handle Wireless VOIP issues.
- Troubleshoot Broadband related issues.
- Troubleshoot problems remotely using GTA.
- Troubleshoot LAN / WAN issues.

Projects Executed:

- Handled Admin/Accounts, internal Network, Systems& Security for Delhi to Agra Toll Road Project.
- Infrastructure and floor migration OWMM Tech USA Inc.
- Handled MAC transmission project.
- Handled Bharti SO project with IBM India.
- Installation & Configuration of Windows 2000 Professional & Server Laboratory in M.L.N.R.E.C. (Moti Lal Nehru Regional Engineering College), Allahabad.

System Administrator

NIIT CATS - Allahabad, Uttar Pradesh

February 2003 to October 2005

Responsible for system software installation, repair and LAN issues.

Education

Bachelor's in Commerce

Allahabad University - Allahabad, Uttar Pradesh

June 1998 to June 2001

Bachelor's Degree in Commerce in Commerce

Allahabad University

2001

MCP in System Administration

NIIT CATS - Allahabad, Uttar Pradesh

April 2000 to December 2000

C.C.N.A.

NIIT CATS

Skills / IT Skills

- Catalyst (Less than 1 year)
- exchange (Less than 1 year)
- MAC OS (Less than 1 year)
- mail server (Less than 1 year)
- maintenance (3 years)

Certifications and Licenses

CCNA

July 2005 to August 2005

Additional Information

Technical Skills:

Operating System:

Windows, MAC OS fundamentals of Windows administration including server builds, OS installation and hardware maintenance on HP and custom PC systems.

Hardware:

Installation of various software and operating system. Assembling of computer system and troubleshooting of hardware components.

Networking:

Administration & Configuration of CISCO Routers & Catalyst Switches (L-3). Configuring CISCO Routers with user specified LAN Protocols. Administration of network on Windows. And managed exchange mail server on cloud, Managing User & Groups, creating Domain.