

# Ayan Chakraborty

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## OBJECTIVE

To secure a position in the organization that offers challenge and opportunity for my career development and at the same time serve the organization to the best of my capabilities.

## WORK HISTORY

- **4 years** of Professional Experience in the IT Industry including 1.5 years of hands on experience in Datacenter Management Services as an Administrator and 2.5 years as a Sr System Engineer Working Nagios Monitoring Tool, Firewalls
- **3 years** Of Experience as a Client relationship manager in which I was responsible to bring business for the Company.
- Worked in Cloud Services, Insurance & B2B domains.
- Hands on experience on DHCP, DNS, Group policy, Drive space, replication, user creation\deletion, account lockout issues.
- Analyzing typical Datacenter Issues and reaching the root cause of the Problem.
- Handling Incident Management, Problem Management, Change Management.
- Understanding to server roles, usage and features.
- Test Planning: Involved in understanding performance requirement (LoadMetrics, SLA, Workflow, etc.) from client and preparing test plan and work load analysis accordingly.
- Creating and Running Scenario: Familiar with creation and running of Real Time and Goal oriented scenarios according to test plan.
- Excellent Team Management Skills.
- Experience of sharing daily status reports of my findings via stand ups with the concerned Stakeholders, BA's and my other team members.

## SKILLS

- Torus/PowerShell
- Putty
- HP Quality Centre
- Bug Tracking
- Agile/Waterfall Methodology
- Quality Assurance
- Oral and Written Communication
- Team Management
- Process Implementation
- Project Documentation
- Excellent Problem-Solving Abilities

- Excellent Communication Skills
- Conceptual Thinking
- Negotiating Skills

## EXPERIENCE

### 1. Wipro Limited (Hyderabad)

**August 2018 – Till Now**

**Project - Microsoft**

**Job Role – Project Engineer (SME)**

**Project Description** - Maintenance and hardware support of Microsoft outlook servers and handling Datacenter's technicians all around globe. Understanding concepts of machine logs, POST, PXE boot, OOBM, SSH, DAGs, OOBM, Load Balancing and Routing methods.

- Administrating and Trouble Shooting 2012, 2008 R2 Servers.
- Used PowerShell Scripting for monitoring the server status and troubleshooting the issues.
- Initiating Hi-Pri Bridge Calls and interact with different teams to resolve the Hardware and software issues.
- Dealt with Deployment activities.
- Single point of contact for any hardware issues across Datacenters and resolved by involving the respective teams.
- POC for scheduling and initiating critical Work Windows for the network devices and check for the impact on servers connected to the device.
- Handled Outages where servers nearer to data loss and worked with datacenter technicians until server became healthy.
- Identifying and troubleshooting hardware issues by logging into servers.
- Managing HP ProLiant DL380, gen8, gen9 and blade Servers and its configuration.
- Identified certain types of new issues and documented the process to troubleshoot it.
- Monitoring the Deployment, Re-image Status, once and Deployment initiated.
- Dealt with Samsung (WCS) Chassis Servers, which are used to communicate only with commands called OCS Tool Kit
- Discussing daily report on hardware status of servers and quick resolution with client on daily basis.
- Proficient experience on Product studio, VSO (Visual studio), GDCO tools, MS asset, ICM ticketing.
- Resolving the Network Related issues by identifying the connectivity in TOR Using, Scripts.
- Dealt with Racks and ILO Switch Related issues such as entire rack servers failing in Network. Finding out through ILO and MAPI Ping test and Failing over the rack to fix the issue.
- Performance monitoring on CPU/Memory/ Disk utilization for Windows Server.

## **2. Conrovice Technologies Private Limited**

2015 July – July 2018

### **Job Role – RELATIONSHIP MANAGER**

Responsible for helping and supporting the company to develop business relationships with clients, as well as exceed annual income targets & maximise group income.

Duties: -

- Negotiating mutually profitable business plans with clients.
- Being a central point of information for business relationship relate matters.
- Identifying, acquiring, developing and maintaining customer relationships.
- Delivering excellent customer service.
- Processing a high volume of daily phone calls and email from customers.
- Coming up with ideas to improve customer relationships.
- Planning projects and activities systematically in line with business priorities.
- Maintaining up to date knowledge of competitor activity, products and services.
- Attending and contributing at sales meetings.
- Prospecting new customers.
- Measuring customer satisfaction levels.
- Answering product related questions from customers.
- Keeping in touch with customers through personal visits, telephone calls and correspondence.
- Creating cross sell and up sell opportunities.
- Taking on complex customer issues and resolving them.
- Setting up meetings with new clients.
- Ability to explain complex information clearly and simply.

## **3. BUNNINGS WAREHOUSE, Mt Roskill Auckland, NEW ZEALAND**

2014 Sept – 2015 July

### **Designation – Team member**

- **Job Role** – Perform daily Inventory Compare on Workload Management, review and research discrepancies and re-sync inventory systems
- Assist Supervisor/Manager in validation of inventory adjustments throughout the warehouse
- Includes order placement and tracking, receiving, stocking, selecting, packing, shipping and supplier performance management
- Provides efficient and accurate support to assist the warehouse in achieving goals
- Utilizes a variety of mechanized systems to provide balance accuracy, create efficiencies in report data, track cost and maintain budget analysis
- 4) Utilizes a variety of mechanized systems to provide balance accuracy, create efficiencies in report data, track cost and maintain budget analysis
- Work in a team-based environment and communicate effectively and respectfully with peers, supervisors and management.
- Assist costumers with their needs by Showing the correct aisle and also guiding them in buying the right product according to their needs with my knowledge.
- Did win a few Awards for Costumer Service.

#### **4. Info Centroid Software Solutions Pvt. Ltd.**

Jan 2012 – May 2014

##### **Designation – Senior System Engineer**

**Job Role** - This role is responsible for controlling, monitoring and operating complex computer systems software, networks and applications in a multiple OS environment. I was responsible for analyzing first level problems for all systems resolving and routing as appropriate, supporting the Systems Management Processes specific to the situation requirements.

**Tools** – Nagios Monitoring Tool, Firewalls

**Reporting Tool** – Mail Service

#### **QUALIFICATION:**

- POST GRADUATE DIPLOMA IN ELECTRICAL ENGINEERING  
AUCKLAND UNIVERSITY OF TECHNOLOGY – Power System Engineering
- BACHELOR OF ENGINEERING (ELECTRICAL & ELECTRONICS) GGITM, RGPV, Bhopal
- HIGHER SECONDARY SCHOOL EDUCATION GGSK Higher Secondary School (V.F.J)
- HIGH SCHOOL EDUCATION GGSK Higher Secondary School (G.C.F)

#### **COMPUTER SKILLS**

**PROGRAMING LANGUAGE:** C, C ++, Basic HTML

**OPERATING SYSTEMS:** OS X, OS Sierra, Win XP, Vista, Win 7/8/10Home/10 Pro, Macintosh

**SOFTWARE:** MS Office, Adobe PageMaker, Adobe Frame Maker, MATLAB and MY POWER

#### **ACHIEVEMENTS**

- President of **NATIONAL ENTREPRENEUR NETWORK**. During my tenure as president helped the student to understand the basic meaning of entrepreneurship and motivated them to

pursue it as a future goal.

- Part of the national seminar on latest trends of electrical engineering where I had the pleasure of listening and learning a lot from the international author of many electrical engineering books.

## INTERESTS

Reading novels, Watching English movies, teaching kids, Philanthropy.

## PERSONAL DETAILS

<b>Name</b>	AYAN CHAKRABORTY
<b>Father's Name</b>	Mr. Swapan Kumar Chakraborty
<b>Occupation</b>	Retired (Ex Sr. Accountant- Defense Accounts Department)
<b>Mother's Name</b>	Pranati Chakraborty
<b>Occupation</b>	Housewife
<b>Languages Known</b>	English, Hindi, Bengali

