**IT SUPERVISOR**

**NRUSINGHA CHARAN SAHOO**

**Mobile : 9029477240,8917648946**

**Email id : ncssatyabhama@gmail.com**

**Professional Synopsis:**

Experienced Service desk team Leader offers extensive troubleshooting knowledge and a broad knowledge of a variety of software applications. Professional has good supervisory and customer service skills with the ability to troubleshoot hardware issues. **Brings total 9 years** of experience in handling various responsibilities in IT Service Industry growing from a Technical person to Service Management. Handled various systems under windows environment, which includes servers, network devices, and hardware related issues. Provide onsite support to corporate customers like Sphinax chemical, Tata-Aig Insurance, SABMiller India pvt, ltd, Novartis India pvt, ltd and SABIC Innovative Plastic etc, NSEIT ltd.

**Objective:**

Seeking a better & responsible position in an organization that provides me an opportunity to enhance my personal & professional skill in conjunction with goals & objectives of an organization.

**Primary Skills:**

* Self-motivated and highly professional with ability to lead and take ownership and responsibility
* Ability to multi-task, work under pressure and to tight deadlines
* A desire to learn and improve skills and knowledge
* Adaptable and flexible to business demands
* Strong organizational and planning skills
* Positive ‘can-do’ attitude
* Extensive problem solving and troubleshooting skills
* Excellent interpersonal and communication skills
* IT Operation/Service Management.
* End user Support Management.

**IT Skill set:**

**Operating Systems:** Windows xp/7/2003/2008.

**Mail client:** MS Outlook

**Application:** Ssrs, Safeboot, Ocs, Lync,Webex, Skype.

**Protocols:** TCP/IP, SMTP, ADS, DHCP, HTTP, DNS, IIS, WINS.

**Peripherals:** Printers, Scanners, Projection Devices

**Work Experience**:

Microtech System: - (From 20th Mar 2008 to 10th Sep 2009) as a DL1 Engineer.

Wipro Infotech: - (Through Franchisee) (From 12th Jan 2010 to 19th Aug 2012) as a DL2 Engineer.

STI Infotech pvt Ltd: - (From 21st August 2012 to 10th June 2016) as a Service desk team leader.

IPS pvt ltd: - (From 5th Jan 2017 to 25th Feb 2019l as an IT Supervisor.

**Work Experience:**

**Organization**  : Microtech System

**Position Held** : Technical Support (DL1 Engineer)

**Client**  : Sphinax chemical

**Key Responsibilities:**

* All type of Hardware related issues.
* Install or configure Local or Network Printer.
* Configuration Ms Outlook.
* Maintain Local Network.
* Installation of Operating system and other Applications
* Installing, Configuring and Administering win 2000 and WinXp Professional Client.
* Maintaining Printer in a Domain Environment.
* Configuration of Ms Outlook or Outlook Express.

**Organization**  : Wipro InfoTech

**Client :** Novartis India Pvt Ltd (Mumbai)

**Position Held :** Technical Support (DL2 Engineer)

**Key Responsibilities:**

* E-Mail Client Configuration & Support (Microsoft Outlook and Outlook express) Windows 7, vista and XP.
* Installing operating systems and configuring the peripherals, components and drivers.
* Responsible for installing, maintaining and supporting computer communication network (LAN & WAN).
* Troubleshooting Printer, Scanners, Modems and other H/W Accessories.
* Use safe boot software for data recovery.
* Mail configuration in Black berry and Nokia Smart phone, Lumia 720.
* Installation and configuration of Network Printers, Scanners.
* Diagnosing Hardware problems and installation of various printers.
* Proficient in handling escalated calls and providing 1st & 2nd Level Technical Support to end-users.
* Installation of Data card Like VPN Data Card, Tata photon+ and Reliance Netconnect etc.
* Maintain the assets of pc's and laptops.
* Manage all the inventory of PCs, Laptops, Printers, Data cards etc…
* Creation and management of Domain and user accounts as well as assign access rights and permission to use internet facility.
* Managing & Monitoring Network & Coordinate with Vendor.
* Provided the Remote support & Net meting support using following software Team Viewer, VNC Server.
* Installation of Antivirus, Patches & Updates from Backend side & frontend both.
* Operating systems, Microsoft application software and peripherals, Windows 2003, 2008, Windows XP & Windows7.

**Organization**  : STI Infotech

**Client** : Sabic Innovative Plastic (Mumbai)

**Position Held** : Service desk team leader

**Key Responsibilities:**

* Managed a team of 11 service desk analysts responsible for building, deployment and new technology installation for entire assets 700+pcs and laptops across 6 locations and 12 no’s of remote sites (ware houses) throughout India.
* Assigned work to team member to ensure timely and effective respond to user needs.
* Monitored service desk operations and escalated tickets to ensure user’s problems are handled as expeditiously as possible.
* Improved first call resolution and managed sensitivity of users by implementing effective methodologies.
* Trained Service desk analyst on operation procedures and troubleshooting techniques.
* Followed-up on support issues with customer to ensure that problems are solved and customer service is improved.
* Setup meeting once in every week on WEBEX/ OCS/ LYNC for discussion with all onsite engineers regarding enhance our best support to users.
* Maintaining maximum availability of supported services for users.
* Raising different workflows for different requirements on behalf of users.
* Handled technical escalation calls transferred by team members.
* Handling Asset inventory across India and used to submit twice in a month to Global Team.
* Check incident and service call in SSRS Tool in daily basis and distribute tickets to all onsite engineers as per location wise.
* Assist users to raise a request in SSRS tool for any IT related issues and follow the process and policies to get best support from IT Team.
* Helped in technical support documentation of resolutions, escalations, processes, and procedures.
* Communicating with Global Team for providing support to our onsite engineers for resolving issues if required.
* Take a lead for global activities and submit within the time period.
* Coordinating with vendors (dell, Xerox, Ricoh, Samsung, etc…) for issues related to hardware and maintaining the call report.
* Maintaining the report related to the vendor call-attending period as per defined SLA.

**Organization**  : IPS Pvt ltd (Bhubaneswar)

**Client** : NSEIT

**Position Held** : IT Supervisor.

**Key Responsibilities:**

* Experienced as IT Auditor/ Supervisor in various government projects such as RRB, HPCL, BPCL, COAL INDIA, B.ed Entrance, DGT , Exams for Pondicherry University in Kerla, SI exam in UP, all IIBF exams etc..
* Maintained professional and productive relationship with venue in charge and client as well.
* Handled client complaints and sought timely resolutions.
* Managing 25 no’s of IT Engineers in Bhubaneswar, Odisha.
* Ensure to check Engineers are doing audit in proper way and timely submit audit report to me.
* Keep visiting all venues and inform to Center in charge and IT person to get resolve IT related issues

which is found during Audit

* Ensure to Keep Audit server and Exam server ready prior to the mock test and live exam
* Always keep backup server ready if in case main server gets crashed.
* Coordinating and monitoring with all Engineers during live examinations.
* Coordinate and perform hands-on fixes at the desktop level, including installing and upgrading
* Identified problem areas and implemented all necessary training.

**Academic Qualifications:**

MBA in IT from Welingkar Institute of Management. Mumbai.

Bachelor of Arts from Utkal University, Bhubaneswar, Odisha.

**Professional Qualifications:**

2 years Diploma in Hardware & Networking Engineering from Jetking, Cuttack.

(MCSE) Microsoft certified System Engineer.

(CCNA) Cisco certified Network Administrator.

**PERSONAL DETAILS:**

Date of Birth : 4th july 1983

Marital Status : Married

Linguistic Proficiency : English, Hindi, Odia

Address : Nrusingha Charan Sahoo

S/o-Satyabhama Sahoo

At-Manatir, Po-Tirtol

Dist-Jagatsinhpur, Odisha-754137

**DECLARATION:**

I hereby declare that all the above statements made by me are true complete and correct to the best of my knowledge and belief.

**Date: Place:**