Curriculum Vitae

 **ABHISEK BANERJEE**

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 55A/56A/10/1, 2nd main 4th cross,

 Brindavan Nagar, Tavarekere, Bangalore

 Pincode: 560029, Karnataka.

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| **OBJECTIVE:** |

 I intend to excel in this era of Information Technology, by integrating my hard work and talent with new technologies,

 under the guidance of skilled people, in a growing and competitive organization.

 **Work Experience**: 15 years

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|  **Areas of strength** | CRM management and optimizing workflows, Data Warehousing and storage,Windows Desktop and Server Management, Cloud Architecture, WordPressOffice 365 management, IOT, Digitization, System Hardware, Networking including router management, firewall configuration and switch management, Active directory, LDAP, Virtualization (AWS and VMware), Cyber Security, Open IAM (Authorization, Authentication), Security Including antivirus configuration and Management, Data Analytics, Automation, Linux management, Planning and Budgeting, PCI-DSS and IT compliance. |

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| **WORK EXPERIENCE:** |

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| **ORGANISATION** | GENESIS IT INNOVATIONS LIMITED.#17, Third Floor, 1st Main Road, above SBI Bank, Vasanth Nagar, Bangalore - 560052. |
| **DESIGNATION** | IT and Admin Analyst |
|  **JOB****RESPONSIBILITIES** | * Develop new strategies and procedures to increase overall IT efficiency to support the best workflow system.
* Upgrade and keep pace with new technology.
* Assess infrastructure on a regular basis to ensure IT continues to meet necessary demands.
* Ensure software, hardware, servers and networks run smoothly.
* Responsible for the upkeep, configuration, and reliable operation of computer systems, servers, and data security systems.
* Ensure the smooth deployment of new applications.
* Repairing and replacing equipment as necessary.
* Protect data from outside infiltration through encryption, secure data storage and other necessary means.
* Coordinate the needs of IT requirements including the remote locations.
* Configure internal systems.
* Outlook, web mails management and Email management.
* Diagnose and troubleshoot technical issues.
* Upgrade the network infrastructure.
* Install servers, devices and firewalls.
* Train new system users and set up their accounts.
* Update technical documentation.
* Providing technical support across the company PAN India.
* Troubleshoot and fix the issues related to emails, tally, server, hard disk.
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| **DURATION** | **December 2019** |

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| **ORGANISATION** | Direct Dialogue Initiatives India Pvt. Ltd.Shubharam Complex, 5th Floor, 144 and 144/1, MG Road, Bangalore-560001 |
| **DESIGNATION** | System Administrator |
|  **JOB**  **RESPONSIBILITIES** | **CRM MANAGEMENT:*** CRM Installation, customization and troubleshooting
* CRM database management
* CRM optimization for calling process
* CRM reports management and analysis
* Data Analysis and Data Warehousing
* Voicelogs management

**Planning and Reporting:*** Maintaining and managing various kinds of reports for deep down analysis and understanding of IT process.
* Planning and implementing business intelligence tools
* Planning of new technology implementation for process efficiency
* Planning and implementing various online fundraising tools to support direct and online marketing
* Organization development planning for the year.
* Business continuity plans
* Disaster recovery planning

**Network Management:*** LAN and WAN configuration, management and troubleshooting. Uptime of the network is a part of my responsibility
* Managing Cisco routers. Configuring ACL and troubleshooting WAN issues
* Managing firewall. Configuration of policies, routing, DMZ and monitoring intrusion
* Access point management including configuration, monitoring and certificate authorization

**Server/Desktop Management:*** Server installation, configuration and troubleshooting (Windows, Linux, Tally and Saral)
* Server virtualization with VMware
* Maintenance of server services like FTP, IIS, LDAP
* Desktop/Laptop management (Windows10, MAC OS and Ubuntu)
* O365 management
* G-suite management including security enforcement
* Open IAM management, configuration and maintenance
* Azure and Google cloud platform

**Data Privacy and Security:*** Enterprise security architecture
* Secure document management (BOX and others)
* FIM implementation and monitoring
* Cloud Security
* NAS/SAN storage maintenance for Data security with encryption
* Certificate management (SSL) and configuration. Enforcing end users for data and LAN authentication
* End Point Security: Antivirus (ESET) implementation, configuration and monitoring. Taking necessary steps in case of virus detection
* PCI-DSS compliance
* IT compliance: Internal and External audit, tracking and closing pan India.

**Asset and Vendor Management:*** Maintaining IT asset, tagging and reconciliation throughout all branches in different cities
* Managing different vendors like ISP’s suppliers etc.
* Asset procurement including research of best price available and commercial processing

S**cripting and Innovations:*** To test and analyze new software’s and platforms and also to write CRM scripts.

**End User Management:*** Desktop/Laptop OS installation and management, hardware maintenance, software installations and troubleshooting
* Security policy implementation and management
* Troubleshooting

**Others:*** Biometric Device management and attendance file processing/monitoring
* Network printer maintenance and troubleshooting
* CCTV configuration management and backup.
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| **DURATION** | **1st March 2017 to 31st August** |

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| **ORGANISATION** | Greenpeace-logo**Greenpeace India.****338, Wilson Garden,8th Cross, Bangalore - 27** |
| **DESIGNATION** | Technical Support Engineer. |
|  **JOB** **RESPONSIBILITIES** | **DATA MANAGEMENT:*** Managing Telecalling Database
* Data sorting and uploading
* Data Analysis and warehousing
* Data Privacy and Security
* Business intelligence tools
* Data mining

**CRM MANAGEMENT:*** Managing CRM for all kinds of needs from Data Uploading till the dialing. Troubleshooting CRM issues, customizing CRM, Installation, Maintenance,

Monitoring “Reportika” (Reports portal) management and uptime is also the part of my responsibility.**Network Management:*** Managing telecalling unit’s LAN and WAN, which includes maintaining the routers, firewalls, switches, mux’s. Maintaining the network services such as DHCP and DNS. Managing access filtration, access points is also a part of the job. Overall network uptime is also a part of my responsibility.

**Server/Desktop Management:*** Maintaining the IBM Linux server from its uptime to any software or hardware issues. Maintaining all the desktops on the Telecalling floor including troubleshooting all the software/hardware issues. Maintaining server services such as IIS, FTP, LDAP. Server virtualization and maintenance of clear OS.
* Support and troubleshooting on windows and MAC OS including mobile devices

**Stock Management:*** Maintaining all the IT stock and assets of Telecalling.

**Scripting and Innovations:*** To test and analyze new software’s and platforms and also to write CRM scripts.

**Vendor Management:*** Managing all the vendors such as DRISHTI, Telekonnecters, etc. for different requirements of the Telecalling process.

**Reports:*** Maintaining and managing various kinds of reports for calling analysis and understanding of the process.
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| **DURATION** | **December 2010 to 28th February 2017** |

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| **ORGANISATION** | tatateleservicelogo**Tata Teleservices Ltd.****DN-52, PS Srijan Tech Park, Sector V,saltlake,Kolkata-700091** |
| **DESIGNATION** | Program Executive. |
|  **JOB** **RESPONSIBILITIES** | Taking care for the implementation of leased line (DLC, NPLC, MEIS, MPLS). Have to give support to the clients for any problems regarding Their connectivity. Have to troubleshoot complex issues and provide solutions to the clients. Have to manage complains, provide network uptime report, Coordinating with our backend, network team and OSPF team. Managing Routers, DXC, MUX is also part of my profile. |
| **CLIENTS** | TCS, TCL, Sify Technology, Loop Telecom, Dishnet Wireless, IdeaCellular, Aircel, SSTL, IISWBM, Govt. college of engineering. And leatherTechnology, Tulip telecom, commodity market and many more. |
| **DURATION** | **January 2010 to November 2010.** |

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| **ORGANISATION** | peetel solutions**Peetel Solutions Pvt Ltd.**aajkaal_logo**14/1/3 Debashree Apartments, 1ST Floor, Near Simar Math,Teli Para Lane, Dhakuria, Kolkata - 700031** |
| **DESIGNATION** | System manager. |
|  **JOB** **RESPONSIBILITIES** | Giving all types of IT solutions to various types of clients, managing the Clients by giving on site support. For end users We also give network and system Support to various clients. Managing servers, active directory, routers,Switches are also catered to the clients. Managing printers, network Architecture, security was also part of support. |
| **CLIENTS** | Aajkaal publishers Pvt. Ltd., Nandan Film Festival Authority,Shalimar Wire Industries Ltd., Lionel India Ltd., KBK International, GreybytsCybertech, ThyssenKrupp Elevator (India) Ltd., Jet air Ltd. Khaitan Electricals Ltd., Emers Mining Pvt. Ltd, etc. |
| **DURATION** | **September 2006 to December 2009** |

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| **ORGANISATION**  | **Ferroducts Enterprise** |
| **DESIGNATION** | System Administrator. |
|  **JOB** **RESPONSIBILITIES** | Troubleshooting networking related problems, managing switches and Routers, and also troubleshooting system hardware problems. |
| **DURATION** | **July 2004 to August 2006** |

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| **Achievements:** |

* Acquiring PCI-DSS certification for **Direct Dialogue Initiatives India Pvt Ltd**
* I gave support and solution of all hardware and networking, including routers, switches and

Firewalls for **AAJKAAL PUBLISHERS Pvt.Ltd.**

* Configured the leased line, including the router and the firewall for **SRFTI.**
* Conducted training on networking for **INDIAN AIR FORCE**.
* Research and implementation of technical solutions within timelines.
* Excellent in problem solving skills and explaining technical issues in simple language

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| **EDUCATIONAL QUALIFICATION:** |

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| **Secondary in 1993** | 61.10% |
| **Higher secondary in 1995** | 52.10% |
| **B.COM in 1998** |  |
| **Languages Known** | English(R/W/S), Bengali (R/W/S), Hindi(R/W/S) |

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| **PROFESSIONAL QUALIFICATION:** |

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| **Diploma in Software technology in** **1999-2000** | A Grade |
| **Diploma in Hardware & Networking** **in 2003-2005** | A Grade |
| **CCNA in 2005** | 97.4% |

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| **PERSONAL INFORMATION:** |

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| **Father’s Name**  | Ashish Kr. Banerjee |
| **Date of Birth** | 21st March 1977 |
| **Nationality** | Indian |
| **Sex** | Male |
| **Religion** | Hindu |
| **Status** | Married |
| **Area of interest** | Cricket, Table tennis  |
| **Special Interest** | Playing Guitar, Numismatics, Philately. |

**DECLARATION:**

 I hereby declare that the information furnished above is true to the best of my knowledge.

 **Date:**

 **Place**:

 ABHISEK BANERJEE