

CURRICULUM VITAE



Amit Banik

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Current Address:

77 East - Phase II, Urban Nest
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Personal Details:

DOB: 31/03/1989

Gender: Male

Nationality: Indian

Marital Status: Married

Hobbies:

- Listening to music & playing guitar
- Playing Soccer & Video Games

Experience:

10+ years of experience in Information Technology and 6+ years' experience in the field of Microsoft O365, MS Exchange, Cisco IronPort & Active Directory.

Objective:

To obtain a position where my technical knowledge and soft skills can be utilized and to have a value-based growth and career advancement while contributing efficiently to the organization.

Educational Qualification:

Year	Course	University	Percentage
2007-2011	B. Tech. in CSE	WBUT	76
2004-2006	Higher Secondary (12th)	TBSE	64
2003-2004	Secondary (10th)	TBSE	68

Technical & Professional Highlights:

- Microsoft O365, Exchange Server 2010, Azure AD, Active Directory, Cisco Iron Port Cloud Security (ESA / SMA)
- Scripting: Windows PowerShell
- Ticketing Tools: Service Now, VFire VSM
- Remote Tools: WebEx, Bomgar, RDP
- Having good knowledge on Project Management Life Cycle, Risk Management & ITSM
- Ability to demonstrate proactive approach to problem resolution, strong troubleshooting and problem solving skills
- Eager to learn new concepts, work collaboratively, adaptability to different environment and quick learning capabilities
- Team member, flexible, punctual & self-motivated

Microsoft Certification:

- Microsoft 365 Messaging Administrator (Exam ID: MS-203)

Work Experience:

Cognizant Technology Solutions (Jan '16 – till date)

| Project: Rent-A-Center | - Team Lead – Exchange / EUC Support Team [Jun '22 – till date]

- Leading a team of 4 members at offshore and overseeing day to day operations for Exchange Support & End User Computing Teams
- Managed Migration and cutover of Exchange on-premises to O365 (Removing Hybrid)
- Attending calls and providing operations updates on daily, weekly & monthly basis – both with Client & internal management
- Handling escalations, ad-hoc requests from Client/VIP and any environment modification requests from Customer and preparing documentation
- PCI vulnerabilities – Remediation, compensation & documents submission
- Streamlined the process for more efficient delivery & outcome
- Keeping the team well versed in all latest processes/knowledge related to operations & ITSM
- Create new KB articles, updating RunBook, implementing new Automation themes
- Set goals & objectives for the team and provide guidance and support to team members

| Project: Rent-A-Center | - Team Member – Exchange Support Team [Feb '18 – May '22]

- Working as O365 & Exchange Admin in a large, on-premise, clustered Enterprise environment while providing support to the entire client user base of 15,000+ mailboxes
- Taking care of Incidents and Tasks related to Messaging and confirming closure as per SLA
- Creating User mailbox, Distribution Lists, Shared Mailbox, Contacts and Meeting Rooms
- Creating Rules and policies in O365 and Exchange Servers
- Diagnose and troubleshoot Exchange Mail flow in both O365 & IronPort
- Moderate experience in PowerShell scripting
- Managing license assignment, Mailbox quota, email forwarding, .pst export/import for users
- Worked on Iron port issues, worked with Cisco engineers on any issues and quarterly calls with Cisco team for environment health-check
- Whitelisting, Blacklisting email addresses/domains, message tracking, release quarantined emails in O365 & Cisco IronPort
- Worked extensively on Enterprise Vault issues, index rebuilding, running e-discovery searches and providing .pst data to users

- Working closely with the managed service provider and senior IT staff, facilitate collaborative work to resolve any infrastructure issues related to the email and messaging platform (Network, Security, Server Admins, Backup/Storage & other Application teams)
- Handling & implementing Change Requests in non-business hours
- Providing quick time support to the add-hoc requests from VIP users

[Project: Mattel] – Transition Lead - NOC Team [Dec '17 – Jan '18]

- Successfully completed transition of NOC Team for a Pilot project
- Actively going through the KT from the Client and 3rd party vendor & coordinating and sharing updates with Management and Client on a daily basis
- Preparing SOP for all activities related to NOC and training the new team members
- Appreciated by the Management and Client upon completion of transition and handing over the roles and responsibilities to the new team

[Project: Rent-A-Center] - Tech Lead / SME - Command Center [Sep '17 – Dec '17]

- Being a part of the ITSM Team, handled P1/P2 incidents on a daily basis in 24/7 environment
- Following up on P1, P2, P3 & P4 Incidents until closure
- Monitor and support applications for all the towers in the project such as Networking, UNIX, Windows, Exchange, DBA, Storage in a 24/7 environment
- Troubleshooting and resolving L1 & L1.5 Incidents and Tasks for the above technical towers
- Preparing reports defining Backlog, Ticket analysis & presenting the same to client
- Training new team members and led the team to meet all business requirements

[Project: Stockland] - Team Member/ Tech Lead of L1/L2 IT Support [Jan '16 – Aug '17]

- Provided Level 1 & 2 Technical Support for 3000+ users 10/7. Ensured quick resolution of user concerns and escalated more complicated issues to Escalation Team members
- AD, MS Exchange, MS Lync, Printer Server Administration & Management; User Support for VPN, MS Office & other applications
- Commended for quickly resolving complex issues including system crashes, network slowdowns, connectivity problems, security breaches, virus infections and more
- Performed daily health checks for multiple applications as a part of Level 1.5
- Monitor and resolved calls and tickets within agreed SLA
- Closed over 85% of Incident tickets on the first call without escalation
- Achieved & maintained 90% customer satisfaction rate; consistently logged and monitored ticket status to ensure fast, quality resolution of every issue
- Collaborated with other departments in a team-oriented environment for faster resolution
- Create/Update SOP & KB Articles for existing and new application troubleshooting steps
- Coached newcomers in the team and led the team to meet SLA

Infinite Computer Solutions (Nov '13 – Nov '15)

| Roles & Responsibilities | - Technical Support Executive in Desktop Services

- Worked in International Voice Process, providing support to US, UK, Canada & Australia customers over the phone and remote
- Handsome experience on installation, setup and configuration of different Windows based Operating Systems and configuring the peripherals, equipment, components and drivers
- Providing software support (setup, installation, configuration) of hardware like Printer, Keyboard, Mouse, Monitor, External Hard Drive, External Speaker, Router, Modem etc.
- Troubleshoot and resolved different types of network connectivity issues
- Experience in installing different types of e-mail clients like Microsoft Outlook, Outlook Express, Windows Live Mail, Mail, and their configuration, backup, troubleshooting
- Installation & troubleshooting of different types of Antivirus, 3rd party software, Windows Updates & Patches
- Supported the new team members in understanding the process and shared the knowledge and experience in technical troubleshooting

PI Solutions (Jun '12 – Feb '13)

| Roles & Responsibilities | - HR Executive/Recruiter

- Sourcing and screening profiles and shortlisting as per requirement
- Preparing Daily and Interview tracker reports using MS Excel
- Sourcing profiles from different job portals like LinkedIn, Monster, Naukri and internal database; Scheduling shortlisted candidates for Face to Face or Telephonic interview
- Involved in proper follow up of offered candidates till joining and after joining as well

Declaration:

I hereby declare that the above mentioned information is correct to the best of my knowledge & I bear the responsibilities for the correctness of the above mentioned particulars.

Place: Bengaluru

Date:

Thanks & Regards,
Amit Banik