Kausik Dey

System Engineer

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MOBILE: 9830175655

Carrier Objective

Seeking a challenging position, which will permit me to use and enhance my skills in a progressive and dynamic organization.

Carrier Summary

2.8 years experienced on System Engineer role in IT Infrastructure organization. Some of my core skills are include LAN Networking, WLAN, Cloud Computing, Virtualization, AWS Cloud, Basic Linux, TCP/IP Stack and many more.

Technical Skills

Operating Systems: Windows, Basic Linux

Servers: DHCP, Active Directory

Programming Language: C

Cloud: AWS Cloud, Virtualization, Cloud Computing

Networking: Routing Protocols, Switching, LAN Networking, WLAN and good understanding about IP addressing, Subnetting, OSI models, TCP/IP Stack.

Managing Tools: Dameware Mini Remote Control, BeyondTrust, Zscaler (ZIA and ZPA)

Proficient with Microsoft O365 suite.

Academic Qualification

Completed Diploma from Ramakrishna Mission Shilpamandira with 92.44 % marks in 2019

Completed Higher Secondary from Howrah Zilla School with 80.00 % marks in 2016

Completed Secondary from Kona High School with 84.71 % in 2014

Professional Work Experience

Company	**: L&T Construction**
Role	**: System Administrator**
Joining Date	**: 15/07/2019 – 31/03/2022**

Roles and Responsibilities:

- Deploying & updating OS by **WDS Server** for computing devices like Desktop/Laptop.
- Providing the technical direction of many types of **application software** like CAD, Development, Data Analytics.
- Troubleshooting many kinds of **Hardware** related issues.
- Diagnosing and fixing **LAN and Wi-Fi** problems for end users, **DHCP** management.

- Troubleshooting of **VDI, VPN** and **ZPA** connectivity for remote users.
- Managing user and computer in **Active Directory**.
- Level-1 troubleshooting of Network **Switch** and **Access Point**.
- Providing support for **VC connection** and maintenance.
- Building an internal wiki with technical documentation, manuals, SOP and IT policies.
- Dealing with Help-Desk/Service Ticket/Escalation call from user side with priority.
- Responding for technical support to end users through Call, Chat, Mail and using Remote Tools (**Dameware** and **BeyondTrust**).
- Endpoint Configuration and functional maintenance of Zscaler Proxy.

PROJECT:

- IT System and Technical support to end users for building up ERP project.
- I was involved with Windows 10 migration project, Zscaler proxy implementation project, OneDrive migration project, MS Teams migration and all.

Key Skills

- Eager to learn new technologies
- Good at communication skills
- Interact with a Wide Range of Customers and Technical Issues
- Troubleshooting and problem solving
- Up to date with all Hardware and Software
- Positive thinking with "can-do" attitude.

Personal Details

- Father's Name   : Mintu Dey
- Address   : Dasnagar, Howrah, 711105
- Date Of birth   : 13-02-1998
- Blood Group   : AB+
- Language Known   : English, Hindi, Bengali
- Hobbies   : Music, Travelling

Declaration

I hereby declare that the above written particulars are true to the best of my knowledge and brief.

Place: Howrah, India   **Kausik Dey**