



## Sumit kumar Sahoo

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**Gender:** Male **Date of birth:** 18/03/1989 **Nationality:** Indian

### ABOUT ME

An experienced IT professional transitioning from IT Infrastructure (design, administration, support) and ITSM services into robotics and machine learning solutions. I am skilled in system administration, data analytics, machine learning and project management, complemented by certifications in Microsoft Azure and ITIL V4.

I am currently a student pursuing my Master degree in Robotics in Vaasa University, focusing on machine learning, computer vision, and smart energy systems.

### WORK EXPERIENCE

[ 01/01/2019 – 10/11/2023 ]

#### IT Operation Lead

*Infosys Oy*

**City:** helsinki | **Country:** Finland

Project 5

client: Posti OY

1. Amazon Connect Solution Architect
2. Azure Administration and Windows, Linux and MAC administrations
3. System and process automation and Support service improvement plan execution
4. Good hands on experiences in Python
5. Managing Local IT support and IT service desk
6. IT Incident management, Problem management and major incident management
7. Data Analytics and Visualization in service now, PowerBI, Jira.
8. Project Management, SIAM Services

Skills: Linux/Windows Server administration, Azure administration, Azure EntraID , PKI certificate, Develop IVR with Amazon connect, API management, Python, Bash shell, Power shell, Active directory, LAN, WAN, Switches, Routers, DNS, DHCP, Firewall, IPAM tools (Infoblox), PKI Infrastructure, ITIL, SIAM Services (Incident, Problem, Change Management, Vendor Collaboration), Open SSL, Service Now, VMware Horizon, Citrix

[ 01/01/2015 – 31/12/2018 ]

#### ICT Operation Specialist

*Infosys Oy*

**City:** Stockholm | **Country:** Sweden

Project 4

Client: ICA

1. Managed Windows servers, network infrastructure, and Unix-based systems
2. Infrastructure Monitoring and providing support for Window and Linux administration along
3. with Network node management.
4. Implemented monitoring systems for mission-critical systems, enhancing uptime and incident
5. tracking.
6. PKI certificate management and Virtual Infrastructure support using VMware, Citrix support
7. Automated notification and ticketing, improving response times and efficiency.

8. Designed and implemented a Knowledge Base for faster issue resolution.
9. Conducted CSL, KPI analysis, FCR, and service improvements and Coached and mentored teams to meet production support deliverables.
10. Oversaw server lifecycle management and server patching.

Skills: Linux/Windows Server administration, Python, Bash shell, Power shell, Active directory, LAN, WAN, Switches, Routers, DNS, DHCP, Firewall, IPAM tools (Infoblox), PKI Infrastructure, ITIL, SIAM Services (Incident, Problem, Change Management, Vendor Collaboration), Open SSL, Service Now, VMware Horizon, Citrix

[ 01/01/2014 – 31/12/2014 ]

## **IT Operation Specialist**

**Infosys LTD**

**City:** Bangalore | **Country:** India

Project 3

Client: Intel

1. Managed Windows servers, network infrastructure, and Unix-based systems
2. Infrastructure Monitoring and providing support for Window and Linux administration along
3. with Network node management.
4. Implemented monitoring systems for mission-critical systems, enhancing uptime and incident tracking.
5. tracking.
6. PKI certificate management and Virtual Infrastructure support using VMware, Citrix support
7. Automated notification and ticketing, improving response times and efficiency.
8. Designed and implemented a Knowledge Base for faster issue resolution.
9. Conducted CSL, KPI analysis, FCR, and service improvements and Coached and mentored teams to meet production support deliverables.
10. Oversaw server lifecycle management and server patching.

Skills: IT command center Skills, Alerting and Monitoring Tools, ServiceNow, System administrations, VMware administration, Citrix administration, Incident Management.

[ 01/01/2013 – 31/12/2013 ]

## **Middleware Application Support Specialist**

**Infosys Limited**

**City:** Bangalore | **Country:** India

Project 2

Client: Bank of America

1. Provided L2 support for critical production tasks, including executing ad hoc requests and incident ticket resolution.
2. incident ticket resolution.
3. Managed user administration, file systems, and data backup.
4. Wrote shell scripts for various automation tasks.
5. Administered Java applications using Tomcat on Solaris and Linux platforms.

Skills: Linux administration, Bash shell, Apache Tomcat, HPSM,

[ 11/01/2011 – 31/12/2012 ]

## **Application Packaging Engineer**

**Infosys Limited**

**City:** Hyderabad | **Country:** India

Project 1

Client: Union Bank of Switzerland

1. Repackaged 3000+ applications for Windows 7 and Citrix environments.
2. Managed client documentation and maintained SOPs.
3. Troubleshot packaging issues and coordinated with the team.
4. Deployed packages using SCCM and other client-specific tools

Skills: SCCM, Windows administration, Citrix , VB script

Master degree in Robotics

Vaasa University <https://www.uwasa.fi/en>

City: Pori | Country: Finland | Valid until: 31/08/2026 | Type of credits: ECTS | Number of credits: 120

- 1. Python scripting for data analysis, automation, and machine learning applications.
- 2. Applied Machine Learning techniques for data-driven decision-making.
- 3. Specialized in Machine Learning for Computer Vision, focusing on object detection, image processing, and industrial quality control.
- 4. Proficient in C Programming for embedded systems and real-time applications.
- 5. Knowledge of GNSS technologies for navigation and positioning systems.
- 6. Hands-on experience with data analysis and visualization tools like Power BI and Tableau.
- 7. Capable of processing, cleaning, and interpreting large datasets.
- 8. Skilled in project management methodologies, tools, and applications, including Agile practices.
- 9. Strategic planning and stakeholder management.
- 10. Microsoft Azure Administration and AWS cloud services.
- 11. Identity and Access Management with Azure Active Directory.
- 12. Managing and troubleshooting Windows/Linux servers, workstations, and network systems.
- 13. Incident, problem, and change management using ITIL v4 principles.
- 14. ITSM tools like ServiceNow and JIRA for workflow automation and service delivery.
- 15. Process automation to enhance operational efficiency.
- 16. Use of data visualization tools to identify trends and drive decision-making.
- 17. Integration of interdisciplinary knowledge for solving complex technical problems.
- 18. Team Collaboration
- 19. Training and Mentorship
- 20. Knowledge of robotics systems and automation in industrial contexts.

bachelor in Information and technology

Biju patnaik university of technology <https://www.bput.ac.in/>

City: Rourkela | Country: India |

DIGITAL SKILLS

My Digital Skills

GNSS systems | IoT and digital twins for smart energy and smart cities | Microsoft Azure, Microsoft 365 | Google Workspace (Google Drive, Google Sheets, Google Calendar, Google Slides, Google Docs) | Atlassian (JIRA/CONFLUENCE) | GIT version control, Linux Command | Linux (Command line, user level and os knowledge) | Windows Server (2003 up to 2022 - AD, DHCP, DNS, Print, Backup, etc.) | azure administration | Amazon Connect | Process automation | Fundamentals of Computer Networking | ITSM (JIRA, ServiceNow) | Virtualization knowledge (VirtualBox, vmware workstation) | Citrix, VMWare | programming: Python, MATLAB and SQL | C/ Embedded C basic programing | Applied machine learning | computer vision | Agile Project Management (Basic knowledge) | Intelligent Robotics

LANGUAGE SKILLS

Mother tongue(s): Hindi

Other language(s):

Finnish

LISTENING A2 READING A2 WRITING A2

SPOKEN PRODUCTION A2 SPOKEN INTERACTION A2

English

LISTENING C1 READING C1 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user