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SUMMARY

Experienced IT professional with extensive expertise in IT Infrastructure administration, IT Support and IT Help desk management, End-user services, Amazon connect Developer, and Service now Administration and in SIAM services. Proficient in Azure administration, Amazon cloud contact center design, Public Key Infrastructure, and IAM in Azure Active Directory. Adept in system analysis, integration, and digital workplace solutions, complemented by a strong background in stakeholder management.

Currently pursuing a Master program in Robotics in Vaasa University.

KEY SKILLS

- **System Administration:** Windows/Linux Server administration, Windows/Mac workstation support
- **Programming and Scripting:** C Programming, Python, Bash shell, Power shell
- **Data Analysis and Post-Processing:** Applied Machine learning, Machine Learning for Computer Vision, PowerBI, Tableau
- **Cloud Technologies:** Azure Administration, AWS (EC2, S3, Lex, Amazon Connect, Cloud Watch, Polly)
- **PKI Infrastructure:** Installing and maintaining certificates with Open SSL and Active Directory Certificate Service.
- **Identity and Access Management:** Azure Active Directory, Google Workspace Management
- **Virtual Desktop Solutions:** VMware Horizon, Citrix
- **Endpoint Management:** Microsoft Intune
- **IT Service Management:** ITIL v4, SIAM Services (Incident, Problem, Change Management, Vendor Collaboration)
- **Networking:** LAN, WAN, Switches, Routers, DNS, DHCP, Firewall, IPAM tools (Infoblox)
- **Tools:** Service Now Administration, Zendesk, Power BI, JIRA, Confluence

PROFESSIONAL EXPERIENCE

Technology Lead

Posti OY, Helsinki, Finland

Project 5 (2019-Nov,2023)

Cloud Platform Support:

- Managed and administered Microsoft Azure cloud environment.
- Enhanced operational standards and governance for improved efficiency.
- Ensured security and performance standards for infrastructure components.
- Conducted system monitoring and log analysis.

IT Support & IT Help Desk Lead:



- **Team Leadership:** Lead and manage a team of IT support and help desk professionals.
- **Service Management:** Oversee IT service delivery, ensuring high-quality support for end-users.
- **System Administration:** Administer and troubleshoot Windows, Linux, and Mac systems.
- **Infra Monitoring:** Windows and Linux Server, Application Monitor and Network Performance Monitor using Solar wind, Splunk, Nagios.
- **PKI Infrastructure:** Installing and maintaining certificates with Open SSL and Active Directory Certificate Service.
- **Identity Management:** Manage Azure Active Directory, Intune, and Google Workspace.
- **Incident Resolution:** Handling Incidents, Requests, Changes, Major Incidents, Escalations
- **User Support:** Address user issues related to printers, hardware, Software, Access and Issues in MS 365 products , Azure AD, Citrix, Intune, VPN, routing, and firewalls.
- **Device Management:** Support and manage Windows, macOS, Linux, iOS, and Android devices.
- **Knowledge Base:** Develop and maintain KB articles and end-user instructions.
- **Cloud Integration:** design and architect of Amazon Connect, Implement MS Intune and Windows Autopilot environments.
- **Migration Projects:** Lead One Drive for Business migrations for EMEA and US clients.
- **Data Analytics:** Utilize Power BI, ServiceNow, and JIRA for analytics and reporting.
- **Process Automation:** Facilitate ITIL processes and automate routine tasks.
- **Customer Communication:** Serve as a liaison between IT support and end-users.
- **Policy Enforcement:** Ensure adherence to IT policies and best practices.
- **Performance Monitoring:** Monitor system performance and implement improvements.
- **Training:** Conduct training sessions for team members and end-users.
- **Security Management:** Manage security settings and access controls for IT systems.
- **Project Management:** Oversee IT projects from planning to execution and transition.
- **Stakeholder Collaboration:** Coordinate with stakeholders to align IT services with business needs.
- **Continuous Improvement:** Identify and implement opportunities for process optimization and efficiency.

Service Management:

- Executed SIAM processes: Problem, Change, and Major Incident Management.
- Supported ITIL processes and facilitated process automation.
- Ensured quality deliverables through monthly ticket audits and training.
- Managed service levels and reported on deliverables.

Data Analytics and Visualization:

- Created dashboards for monitoring and reporting using Service Now,Power BI.
- Analyzed trends and supported decision-making through data visualization.

Automation Coordination:

- Planned and implemented automation solutions for supported services.
- Streamlined processes through automation initiatives.

IT Operation Lead

ICA, Stockholm, Sweden

Project 4 (2015-2018)



- Managed Windows servers, network infrastructure, and Unix systems.
- Provided infrastructure monitoring and support for Windows and Linux Server.
- Application Monitor and Network Performance Monitor using Solar wind and Splunk.
- Implemented PKI certificate management and virtual infrastructure support.
- Enhanced up time and incident tracking through monitoring systems.
- Automated notifications and ticketing for improved response times.
- Developed Knowledge Base for issue resolution.
- Conducted KPI analysis and service improvements.
- Mentored teams to meet production support deliverables.

IT Operation Specialist

Intel, Bangalore, India

Project 3 (2014-2015)

- Provided Windows and Linux administration along with network node management.
- Supported PKI certificate management and virtual infrastructure.
- Enhanced system monitoring and incident tracking.
- Windows and Linux Server, Application Monitor and Network Performance Monitor using Big Panda

Middleware Application Support Specialist

Infosys Technologies Ltd., Bangalore, India

Project 2 (2013-2014)

- Provided L2 support for production tasks and incident resolution.
- Automated tasks with shell scripts.
- Administered Java applications on Solaris and Linux platforms.
- Managed user administration and data backups.

Application Packaging Engineer

Union Bank of Switzerland, Hyderabad, India

Project 1 (2011-2012)

- Repackaged applications for Windows 7 and Citrix environments.
- Managed client documentation and maintained SOPs.
- Troubleshoot packaging issues and coordinated deployments using SCCM.

CERTIFICATIONS

- **ITIL V4**
- **AZ-104:** Azure Administration
- **SC-300:** Microsoft Identity and Access Administrator
- **AZ-900:** Microsoft Azure Fundamentals
- **Infosys Certified:** Agile Expert (2020)
- **STAR Infoscion Certification** (2019)
- **Infosys Certified:** IMS ITIL Service and Incident Management (2018)
- **MCTS:** Windows 7 and Office 2010, Deploying (2012)
- **MCTS:** Microsoft SQL Server 2008, Business Intelligence Development and Maintenance (2012)



- **Server Administration:** Windows Server 2012, 2016

EDUCATION

Master of Science in Robotics (2024-2026)

Vaasa University, Finland (Program operated from SAMK, Pori)

Focus: Smart energy systems, data analysis, machine vision

Relevant courses: Energy-efficient systems, Control systems, Python programming

Bachelor of Technology

BPUT, Bhubaneswar, Odisha, India

(2010) GPA: 7.2

ADDITIONAL INFORMATION

- Languages: English, Finnish (Intermediate)
- Strong interpersonal and problem-solving skills
- Highly assertive, punctual, and cooperative
- Committed to working with speed, flexibility, technical expertise, ownership, and accountability.