

# Supriyo Chatterjee



+91-9007820240, +91 - 6260088299



nantorata@gmail.com



[www.linkedin.com/in/supriyo-c-30b686193/](http://www.linkedin.com/in/supriyo-c-30b686193/)

## PERSONAL PROFILE

Dynamic IT professional with a robust focus on systems administration and network security, seeking to leverage extensive experience in IT support and infrastructure management within the technology and telecommunications sectors.

## EDUCATION

B.Tech in Electrical & Electronics Engineering from West Bengal University of Technology, 2012 , MBA in Cloud Computing (NIBM)

## CORE COMPETENCIES

Network Security Protocols  
Cloud Infrastructure Management  
IT Service Management  
Systems Integration Strategies  
Data Backup Solutions  
Virtualization Technologies  
Incident Response Planning  
IT Compliance Standards  
Technical Support Best Practices  
Disaster Recovery Planning

## TECHNICAL SKILLS

VMware vSphere and NSX  
AWS Infrastructure Management (IAM, EC2, S3)  
Microsoft Azure Administration  
Cisco ASA Firewall Configuration  
Endpoint Security Configuration & Solutions (ESET, Crowdstrike)  
Active Directory Management  
Veeam Backup & Recovery Solutions  
Citrix/Citrix VDA/VDI Infrastructure Support  
Citrix Workspace and Citrix Networking Support  
Azure Network Infrastructure

## PROFILE SUMMARY

- Performance-driven professional with over 9 years of comprehensive experience in IT systems administration, specializing in Windows Servers Administration and Azure and Network Security and Network Administration within the IT/ITES/KPO industries.
- Expertise in Network Support and Administration and Network Firewalls.
- Developed a profound understanding of various technical domains, including server management, network security, and cloud infrastructure, through diverse roles that have honed both technical and analytical skills.
- Achieved significant improvements in system uptime and performance metrics in the current role by implementing proactive monitoring solutions and optimizing server configurations, resulting in a reduction of downtime
- Specialization in Networking and Network Security (Firewalls Administration) and Network Administration.
- Possesses in-depth knowledge of Windows Servers Administration and Azure and VMWARE VSPHERE and Networking.
- Designed and implemented Windows Servers and Azure relevant Infrastructure activities including support for Active Directory Administration.
- Showcased a solid grasp of cybersecurity principles, including endpoint security management and firewall configurations, ensuring robust protection against potential threats and supporting the security and compliance of Windows Servers Infrastructure during their builds and deployment across organization.

## WORK EXPERIENCE

**Vector: Working presently (SENIOR IT ADMINISTRATOR), Azure Administration, Azure Networking, Azure Sentinel and Azure Network Firewalls and WAF Deployment and Administration, Worked on Palo Alto Firewalls Administration and Palo Alto NGFW Deployments in Azure, Microsoft Entra and Intune Administration. Windows Servers**

## Support

AWS Network Infrastructure Support

VMware vSphere NSX/NSX-T  
Infrastructure Support

VMware Cloud Foundation Platform  
Infrastructure Support

Palo Alto and Fortinet Firewalls  
Configurations and Management

Network Monitoring Tools (NMAP,  
Wireshark)

Windows Server & Active Directory  
Configuration & Management

Linux Server Administration  
Powershell Scripting

## SOFT SKILLS

Negotiation & Conflict Management

Team Building & Interpersonal Skills

Analytical & Problem-solving  
Effective Management Skills  
Leadership and Delegation

## CERTIFICATIONS

Diploma in Java Technologies

CNSS (Certified Network Security  
Specialist) from ICSI

Autopsy Basics

Fortinet Certified Network Security  
Associate

Scrum Foundation Professional  
Certificate Basic

ICS Cybersecurity

CompTIA ITF+ Course Completion  
Certificate

Amazon AWS & Azure Infrastructure  
& Management (Udemy Online  
Trained)

Cisco NetCAD: Cybersecurity

## PERSONAL DETAILS

Date of Birth: 23<sup>rd</sup> October 1985

Languages Known: English, Hindi,  
Bengali &

Address: Kolkata, West Bengal

**and Windows VM  
deployment in  
Azure, Servers**

**Administration and  
support.**

**Windows Servers  
Roles and Features  
Configurations and  
management.**

**Usages of Network  
Monitoring tools  
like Thousands**

**Eyes and  
Solarwinds**

**Netflow. Network  
Infrastructure  
Support and  
Administration and  
troubleshooting.**

**Working on IT  
Infrastructure**

**Security, ISO  
Compliance  
standards for IT.**

**Worked on  
multiple IT  
Security Solutions**

**like Sentinel,  
Microsoft  
Defender, Azure**

**Cisco Meraki  
Administration and**

**Cisco ISE and UCS.  
Understanding of  
Network Protocols**

**and its applications  
to troubleshoot  
issues. Complete  
understanding of  
DNS, DHCP, WLAN  
configurations and  
troubleshooting.**

**Valenta:** December  
2024 till 30<sup>th</sup> April 2025:  
Senior IT Administrator  
( Azure/Azure  
Networking), Azure  
Sentinel Configuration

and Setup. Windows Server vm deployment and configurations in Azure, Active Directory and GPO Configurations and troubleshooting. Hands on experience working in Network Monitoring tools like FortiCloud Analyzer, Netflow. Complete On Premises and Cloud Network Infrastructure Support and Administration including management of Network Firewalls and Network Security Worked with ISO AUDIT Team following the standards of Information Security and Data Security. Working on AWS/Azure Infrastructure Support. Supporting Clients systems for Site to Site and IPSEC VPN deployments between Fortigate and Palo Alto Firewalls Infrastructure. Working on Network Protocols as part of the day to day troubleshooting scenarios. Working on DNS, DHCP Configuration and troubleshooting issues. Working on Windows Servers Administration and troubleshooting using Powershell and GPO/AD.

#### Instem PLC | IT System Administrator | May 2023 - October 2024

##### **Responsibilities:**

- Oversaw the administration of VMware environments (VSphere, ESXI, NSX, VMWARE Cloud), ensuring optimal performance through regular monitoring, troubleshooting, and configuration of both Windows and Linux servers.
- Managed complex firewall configurations, including Cisco ASA and Fortinet and Palo Alto, to secure network communications and maintain VPN connections, while addressing any issues that arose.
- Palo Alto Firewalls Administration and support, supporting deployment of Palo Alto Firewalls in AWS Infrastructure.

- Supporting Cisco Meraki and Cisco ACI and Cisco ISE and UCS Infrastructure.
- Maintained network & systems by managing product and capability roadmaps; established maintenance procedures, and worked with systems administrators and engineers to perform regular network maintenance.
- Windows Server & Active Directory Upgrades/Migrations from version 2012 to 2019/2022.
- Servers Migrations, FSMO ROLES, IIS Servers, DNS/DHCP Configuration issues etc.
- Complete Windows Servers Administration and support including Migrations, FSMO ROLES configuration and troubleshooting.
- Migrations from On-Premises to AWS, Azure Cloud Infrastructure.
- Complete AWS Cloud Infrastructure Support and Administration.
- Supported Network based projects relevant to Azure and NSX and AWS Cloud Networking.
- Troubleshoot user circuit outages including the data collection for problem isolation and verified end-to-end system health after extended outages
- Implemented proactive measures for system monitoring and troubleshooting, utilizing tools such as NMAP and Wireshark to analyze network traffic and identify potential vulnerabilities.
- Collaborated with cross-functional teams to address technical queries and provide solutions, ensuring high levels of customer satisfaction and operational efficiency.
- Managed the design, installation, upgradation, maintenance, and troubleshooting of multiple Cisco ASAs and multiple Demilitarized Zones (DMZs) per context in a highly available/redundant configuration.
- Conducted regular audits of security protocols and backup processes, ensuring compliance with industry standards and best practices for data protection.
- Developed and maintained documentation for system configurations, processes, and procedures to facilitate knowledge sharing and training within the team.
- Engaged in continuous learning and professional development to stay abreast of emerging technologies and industry trends, enhancing personal and organizational capabilities.
- Led initiatives to optimize cloud resource management on AWS, resulting in improved performance and cost efficiency.
- AWS Infrastructure Support for AWS Networking and Security and Storages.
- Azure Infrastructure ( Azure Networking, VPN)& Citrix Cloud relevant support. Citrix VDI, DaaS Infrastructure
- Cisco Network Technologies (Routers, Network Firewalls, Routing Protocols)
- VMWARE VSPHERE ADMINISTRATION, VMWARE NSX NSX-T, VMWARE CLOUD Foundation ( SDDC for AWS/AZURE)
- Palo Alto Firewalls Administration and deployment for AWS CLOUD INFRASTRUCTURE.
- Network Infrastructure Support and Administration.
- Worked strictly based on Information Security Standards and Principles Applicable across organization.
  
- Network Infrastructure Support including local wifi and access points.
- Palo Alto Firewalls Administration and support. Palo Alto Global protect VPN deployment.
- Monitoring of Network using tools like PRTG, Netflow and Prometheus ( Azure/AWS).

**BT (British Telecom) | IT Analyst/IT Engineer Tier 2 | April 2021 - April 2023**

**Responsibilities:**

- Administered server patching and storage management, ensuring that all systems were up-to-date and secure against potential threats, while addressing any related issues promptly.
- Complete Windows Servers Administration and Active Directory Administration and support.
- Worked on Server Migrations, FSMO ROLES, Active Directory Administration.
- Knowledge of working for IIS SERVERS, AD sync, Radius Servers Support.
- Utilized advanced troubleshooting techniques for Active Directory and Citrix environments (Citrix Workspace, Daas, Citrix Netscaler), resolving complex issues related to user access and system performance.
- Supported VMware environments(VSphere, ESXI, NSX) and managed Commvault backup

solutions, ensuring data integrity and availability for critical business operations.

- Configured and monitored Microsoft 365 technologies, including Defender and Azure Sentinel, to enhance security posture and incident response capabilities.
- Conducted regular assessments of network security using tools like NMAP and Wireshark, identifying and mitigating risks associated with firewall configurations.
- Collaborated with team members to develop and implement IT policies and procedures, ensuring compliance with organizational standards and regulatory requirements.
- Engaged in knowledge transfer sessions to enhance team capabilities and foster a culture of continuous improvement within the IT department.
- Participated in cross-departmental projects to enhance service delivery and improve overall customer experience.
- Migrations from On Premises to Azure AD Infrastructure.
- Cisco Network Technologies ( Routing Protocols), Cisco UCS/ACI.
- VMWARE VSPHERE ADMINISTRATION, VMWARE NSX NSX-T, CLOUD.
- Working on Endpoint Security Administration.
- Citrix Administration and Citrix Infrastructure Support for Citrix VDI, DaaS, NetScaler, Storefront etc.
- Network Infrastructure Support and Troubleshooting for Wired/Wireless Technology.
- Network Firewalls Administration and support.
- VPN Connectivity setup troubleshooting.
- Azure Sentinel Defender Deployment and configurations in Infrastructure.
- Azure Networking and Azure Infrastructure Support.
- Exposure to multiple Network Firewalls solutions.
- Monitoring of Network using tools like PRTG and Solarwinds and Azure Network Watcher
- Supported Network and Servers Security as part of the Information Security Standards.
- Troubleshooting scenarios on Networking Protocols, DNS, DHCP, WLAN etc.
- Troubleshooting Network scenarios for AD Infrastructure, Server Infrastructure, VMWARE Infrastructure, Citrix NetScaler etc.

#### **Genpact | Senior Process Associate | August 2018 - March 2021**

##### **Responsibilities:**

- Facilitated the execution of AI-based projects, leveraging technical expertise to support process optimization and enhance operational efficiency.
- Coordinated with end-users in determining various network improvement needs based on system functional requirements.
- Performed maintenance, backups and system upgrades including service packs, patches, hot fixes and resolved security configuration issues raised by clients
- Collaborated with stakeholders to identify and resolve technical issues, ensuring seamless integration of technology solutions within business processes.
- AWS Workspace, AWS VDI, AWS Network based environment & Windows Server & Active.
- Directory Infrastructure Platform.
- Hosted applications platform infrastructure on AWS, Citrix, Windows Servers
- Local Endpoint Device Security Support and Administration.
- Work on Network Protocols and standards.
- Followed strict IT Security and Compliance policies and worked as per as them Following the ISO/GDPR and other security and data privacy standards as a

#### **Teleperformance (TP) | Technical Support Executive Level 2 | February 2017 - February 2018**

##### **Responsibilities:**

- Provided comprehensive technical support for Microsoft Azure and Office 365, addressing customer inquiries and resolving issues related to cloud services.
- Examined network performance and ensured its maximum availability & reliability employing oversight with respect to network security for timely situational incident analysis and re-mediation.
- Managed incident tickets related to cloud-based security solutions, ensuring timely resolution and maintaining high levels of customer satisfaction.
- Helped users migrating mailboxes from on premises exchange server to Office 365/M365

Cloud Infrastructure and worked on incidents relevant to same.

- Helped users from migrations from on premises Windows Server & Active Directory Infrastructure to Azure Cloud.
- AWS users cloud tech support provided.
- Provided technical support to users on VMWARE platforms relevant to Azure issues.
- Cloud Network Support for Azure.
- Troubleshooting user's and Clients incidents and issues related to Networking, Network Protocols.
- Supporting Citrix hosted applications
- Cloud Infrastructure Support for Azure and VMWARE.
- Azure Administration and Azure Infrastructure Support. Azure Sentinel/VPN, Azure Networking Infrastructure Support for Clients.
- Cloud based Firewalls Administration and support including Palo Alto Firewalls.
- Supporting Windows Servers Administration and troubleshooting and Active Directory Infrastructure.
- Supporting Client Infrastructure based on Cisco Networking over incidents and tickets.

**Net Connect Global (Hewlett Packard Payroll, Client – FIS) | Desktop and Network Support Engineer| June 2016 - January 2017**  
**Responsibilities:**

- Configured and troubleshoot Active Directory and Windows Server environments, ensuring optimal performance and security for organizational IT infrastructure.
- Complete Windows Servers Administration and support including Active Directory Administration.
- Supported local network maintenance and backup solutions, ensuring data integrity and availability for critical business operations.
- Worked on Cisco Routers & Switches & IOS & ASA Firewall & Fortinet Firewall & Cisco Infrastructure Support.
- Supporting Clients and end users relevant to Network troubleshooting, Network Protocols and other Devices Network Configurations issues.
- Mailbox migration & Active Directory migration activities from on-premises to Azure & Office 365 Infrastructure.
- Worked on VMWARE VSphere & Citrix Infrastructure.
- Cisco Routers and Switches and ASA FIREWALLS Support.
- Citrix Netscaler and Citrix XenApp Infrastructure Support .
- Supporting and Configuration of McAfee Endpoint and DLP Solutions.
- Working on Network Protocols and Standards and troubleshooting Network relevant issues.
- Microsoft 365 Technologies (WSUS/SCCM)
- Cisco Wireless Technology Support and Troubleshooting for local Office Switches and AP.
- IT Asset management and administration.
- Exposure to working on technical Support based incidents on Firewalls ( Palo Alto, Fortinet).

**Mitsui Exports | IT/Computer System Administrator | March 2014 - May 2015**  
**Responsibilities:**

- Managed the maintenance and configuration of Windows servers and local office computers, ensuring optimal performance and security for all IT assets.
- Oversaw IT asset management and backup operations, ensuring compliance with organizational standards and best practices.
- Worked on local Office Network support relevant to network issues, Cisco devices, Routers, Office LAN/WAN & network relevant issues including Wifi Network issues.
- Hyper-V, VMWARE Environments.
- Configuration and support for local firewalls and Firewalls Administration.
- General Network Support ( Cisco and DLINK Devices)
- Local end user devices McAfee Endpoint Security and Symantec Endpoint Security Administration

