

Atul Satapathy

Access/Project/System Administrator

CONTACT

MOBILE: 8763344964

EMAIL: atulsatapathy22@gmail.com

WEB: [linkedin.com/in/atul-satapathy-998352327](https://www.linkedin.com/in/atul-satapathy-998352327)

SKILLS & TOOLS

Hard Skills

Service Now-ITSM
Access Management
Computer Networking
Cloud Support
Active Directory
Mobile Device Management
Technical Support
Windows Server
O365
Outlook
VPN/MFA

Soft Skills

Service Engineering
Team Management
Communication
Calendar Management
Travel Management
External Audit
Desktop Support
Project Administration
Incident Management
Technical Support
Root Cause Analysis
Service Operation
Technical Documentation

Google Certified:

Agile Project Management

Project Initiation: Starting a Successful Project
Project Execution: Running the Project
Foundations of Project Management

EDUCATION

Centurion University
B.Tech in Computer Science
2012-2016

I have over 6 years of experience in IT Operations, IT management and administration. I have worked with various tools such as Service Now, Active Directory, AWS, and have prior experience in Monitoring network and server metrics and file systems such as disk usage, latency, DNS, and more. Skilled in proofreading, formatting, and binding financial statements for client review and issuance, while effectively tracking correspondence via a mail log for archival purposes. Demonstrated ability to assist remote employees with their document management and coordination needs, guaranteeing seamless operational support. Committed to delivering timely and accurate administrative assistance while cross-training in receptionist duties and other office functions as required to foster team collaboration and efficiency. Proven track record of contributing to the smooth functioning of administrative processes in a fast-paced environment.

WORK EXPERIENCE

Boeing

Access Administrator

Oct2023-Jan2025

- Account Administration – Provision of appropriate accounts and assist with proper access methods
- Create, renew, and disable Boeing IDs; Active Directory permissions for around 4000 employees with 17 different Organization's SOW.
- Windows, Outlook (Boeing Email address) account creation.
- Identity Vetting and Citizenship verification(US and INDIA)
- Delegate authority for multiple sponsoring IT & non-IT managers and changing sponsoring managers when needed.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook) and firm-specific software.
- Skilled in creating and preparing professional documents (Adobe), correspondence, and materials
- Efficient in scanning, logging, mailing, and faxing audit confirmations with a focus on follow-up and record-keeping and expertise in tracking and logging emails, letters, and reports for accurate lockdown/archive purposes

Wipro

Project Administrator

Oct2021-Jan2023

- Managing tools, user permissions, passwords, and data organization, Planning, Installing, Maintain and manage SaaS IT tools and services, such as Gmail, Office360, Share point, Zoom, Teams, etc and hardware such as Apple Mac books, Windows and related peripherals.
- Follow established ITIL (Information Technology Infrastructure Library) practices and processes to ensure adherence to service level agreements (SLAs) and IT service management (ITSM) standards for Incident, Problem and Change management, understanding of Root Cause Analysis methods.
- Implement IT security best practices such as SSO, 2FA, Endpoint Security, etc and work with the Information Security team to develop policies and controls as per compliance and security requirements
- Day to day management and development of the onsite support services Team, dealing with any operational and staff issues, shift rotations, holidays and planning, liaison with other IT staff and escalation to Head of Client & Support Services as necessary
- SME in Mentoring, Monitoring & Analysis to drive Quality of service by the team in real-time and Priority Incident management skills.

TechMahindra

Senior Technical Associate

Oct2020-Aug2021

- Ensure end to end ownership, communication and accurate ticket logging of all incidents and service requests
- Ensure knowledge transfer and cross-training of team(s) to effectively support the business
- Leadership, People management, Strategic Planning, Organizing, Analytical, Problem-solving and Time management skills.
- Work in coordination with the Operations problem management team on escalations and preventative corrective actions

SysQuali Infotech

Technical Support Engineer

Jan2018-Feb2020

- Support for remote employees in document management, coordination, and other in-office needs
- Timely and accurate delivery of requested materials through general administrative assistance and adaptability in cross-training receptionist duties and other office administrative functions.
- Desk side Technician including supporting all types of IT equipment, troubleshoot and resolve hardware and software issues, smart hands support, printer, mobile device, VIP user and video conferencing support.