

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: 23rd 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 30th 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.
- Troubleshot 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) | Desk top and Network Support Engineer| June 2016 - January 2017

Responsibilities:

- Configured and troubleshot 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

