

# Atul Satapathy

## Access/Project/System Administrator

### CONTACT

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### 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

2012-

B.Tech in Computer Science

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.