Email | Print

DEBABRATA DEY premium Featured

DEBABRATA DEY

Dy. Mgr. (Immediate joining) seeking roles for Application Support,Production Support,Project Management,Technical Support,Sanity Testing,Linux Administration,Technical Trainer,,SQL,MS SQL Server,PostgreSQL,Apache Tomcat

Current Designation: Sr. Automation Specialist

Current Company: Koch Business Solutions India Private Limited

Current Location: Bengaluru / Bangalore

Pref. Location: Bengaluru / Bangalore,Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Team Lead/Tech Lead

Industry: IT-Software/Software Services

Marital Status: Married

Total Experience: 9 Year(s) 0 Month(s)

Notice Period: 1 Month

Highest Degree: MCA [Computer application]

Key Skills: application support,production support,project management,technical support,customer support,sanity testing,linux administration,technical training,sql,ms sql server,postgresql,sql azure,linux,apache tomcat,Service Delivery Management,Microsoft Azure

Verified : 📞 **Phone Number** | **Email - id**

Last Active: **Jan-Mar 2021**   Last Modified: **Jan-Mar 2021**

Jump to Section ▶ **Work Experience** | **Education** | **IT Skills** | **Projects** |

Summary

Deputy Manager of Application Support team Nine years of total experience with 7.5 years of experience in Technical and Application Support profile. Specialized in Microsoft Azure App Service, Azure Linux and Windows Virtual Machines, Linux Administration, MS SQL Server, PostgreSQL, Oracle 11g. Have excellent ability in scrutinizing problems by log investigation and debugging application code. Excellent business and technical communication (Verbal, Written) and have extensive experience in Customer communication..

Work Experience

◉ **Koch Business Solutions India Private Limited** as Sr. Automation Specialist
Nov 2020 to Till Date

I am working as a Sr. Automation Specialist where my role to make the process structured and handling complex tickets

◉ **Ensim India Pvt Ltd (An Ingram Micro Company)** as Deputy Manager- Application Support
Jun 2016 to Oct 2020

Responsibilities

Deploy the platform in Azure app service for Cloud-based providers and in Linux environment for on-premises providers.
Deploy application and components in Linux and Windows environment along with Database.
Upgrade and apply patches for the platform.
Monitoring the performance of the platform and modifying application configuration for better performance.
Investigating the issue reported by Reseller and end-customers. Work with cross-team in order to provide fix for urgent software issues.
Prepare complex SQL scripts to generate report for the management and BI team.
Sync-up call with Reseller and Customers for the open issues and updates.
Preparing custom technical documentation for resellers and end-customers.
Preparing team KPI report and present the same to the management team.
Project management for the new Reseller on-boarding projects.

Technologies worked on
MS Azure (Azure app service, Azure VM, Monitoring, Network configuration), Linux (RHEL 7), SQL (PostgreSQL and MS SQL Server)

Ticketing system worked on
Freshdesk, Request Tracker (Internal ticketing system), JIRA

◉ **Four Loops Solutions Pvt Ltd.,** as Team Leader- Application Support

Jan 2014 to May 2016

Responsibilities
Deploy platform in Linux (RHEL 6, 7) and MS Windows Server (2008, 2012) for on-premise providers and Azure Linux VM for Cloud providers. Web server used - Apache Tomcat 7.x, 8.x.
Monitoring and enhancing platform performance.
Preparing complex SQL scripts to generate reports for the management team.
Checking ticket queue and being a senior team member, processing the complex tickets and solve them with proper efficiency.
Preparing and managing Knowledge-base articles (create, review, approve, and manage).
Sync-up call with the customers (weekly basis) for issue and update discussions.
Preparing custom technical documents for end-customers based on requirements.
Product training expertise for platform-specific operations.

Technologies worked on
Linux (RHEL 6, 7), Azure app service, Windows Server 2008/2012, Azure VM, PostgreSQL, MS SQL Server 2012, Oracle 11g

Ticketing system worked on
Zendesk, Bugzilla, JIRA

- **Ardent Computech Pvt Ltd.,** as Project Engineer, L&D
  May 2011 to Dec 2013

Responsibilities
Provide corporate training on Java SE, Java EE and SQL to the technical students of various streams.
Corporate trainer of Java SE and Java EE for Wipro Technologies under the payroll of Ardent Computech Pvt Ltd.
Vocational training expert.
Helping technical students perform various complex projects as their major and minor projects.

Education

UG: **BCA (Computer Application)** from **West Bengal University of Technology (WBUT)** in **2008**

PG: **MCA (Computer application)** from **Kalyani University** in **2011**

Other Qualifications/Certifications/Programs:
ITIL Foundations in IT Service Management
Microsoft certified Azure Administrator Associate (AZ-104)

IT Skills

Skill Name	Version	Last Used	Experience
SQL		2020	9 Year(s) 0 Month(s)
MS SQL SERVER	12	2020	6 Year(s) 0 Month(s)
PostgreSQL	9.4	2020	8 Year(s) 0 Month(s)
Linux	RHEL 7	2020	6 Year(s) 0 Month(s)
Apache Tomcat	8	2020	7 Year(s) 0 Month(s)
AZURE		2020	2 Year(s) 0 Month(s)

Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✔	✔	✔
Hindi	Proficient	✔		✔
Bengali	Expert	✔	✔	✔

Projects

- Project Title: CloudBlue Commerce
  Client: Ingram Micro
  Nature of Employment: Full Time   Duration: Apr 2017 - Sep 2020
  Project Location: Spain, India   Onsite / Offsite: Offsite
  Role: Domain Expert
  Skill Used: Microsoft Azure, Linux Administration, MS SQL Server, Postgresql
  Project Details: It is a multi-tier commerce platform that allows Service Providers to launch a marketplace to partners, resellers, and end-customers. Provider can onboard products, design catalog and bill, and invoice with different currencies. The platform also allows us to bundle different types of products and manage multiple tiers of resellers. Overall, this platform provides end-to-end marketplace solutions and can be integrated with external CRM and ERP systems.

- Project Title: Cloudblue Connect
  Client: Ingram Micro

Client: Ingram Micro
Nature of Employment: Full Time   Duration: Mar 2017 - Sep 2020
Project Location: Spain, Moscow, India   Onsite / Offsite: Offsite
Role: Domain Expert
Skill Used: Microsoft Azure, MS SQL Server, Postgresql
Project Details: It is a catalog and channel management platform that supports omni-product (any type of product) distribution - from technology goods and perpetual license software to Software as a Service (SaaS), Infrastructure as a Service (IaaS), and Anything as a Service (XaaS). The platform supports any channel including direct and indirect (tier-model distribution) as well as internal procurement.

- Project Title: Ensim Automation Suite
  Client: Ensim Corporation
  Nature of Employment: Full Time   Duration: Jan 2013 - Mar 2019
  Project Location: India, USA   Onsite / Offsite: Offsite
  Role: Domain Expert   Team Size: 8
  Skill Used: Linux Administration, Windows Server Administration, MS SQL Server, Postgresql, Microsoft Azure, Business Communication, Technical Support
  Role Description: I was working as a Technical Support specialist for this project where I need to provide Customer support as well as get the requirement from customer, work with Management team members and introduce the new features requested by Customers.
  Project Details: It is an automation and orchestration solution for ordering, provisioning, billing, and management of users and organizations for infrastructure, business application, and services.
  It enables Service Providers to deploy a complete OSS/BSS solution for marketplace, storefront, subscription management, service catalog, ticketing, monitoring, usage collection, rating, recurring billing, and reporting with complete workflow orchestration and process automation.

Affirmative Action   # Work Authorization

Category: General   Job Type: Permanent

Physically Challenged: No   Employment Status: Full time