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## Ankita Deb ⭐ Featured

Ankita Deb

Technical Engineer seeking roles in Project Management,Change Management,Incident Management,Client Engagement,Windows System Administration,Production Support,Application Support,Installation,Active Directory,Networking,Apache Tomcat,MySQL,AWS

| | |
|---|---|
| Current Designation: Technical Engineer | Total Experience: 3 Year(s) 11 Month(s) |
| Current Company: DXC Technology | Notice Period: 2 Months |
| Current Location: Bengaluru / Bangalore | Highest Degree: |
| Pref. Location: Bengaluru / Bangalore,Chennai,Hyderabad | |

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Tech Support Engineer,Windows System Administration,Production Support,Application Support,Active Directory,Networking,Apache Tomcat,AWS,Manual Testing,Database Testing,Software Testing,Selenium

Verified : 📞 Phone Number | Email - id

Last Active: 23-Jan-21        Last Modified: 22-Jan-21

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## Summary

*    Having 3.3 years of experience in the areas of Oracle SQL based applications using Oracle 11g, 10 g SQL Technologies under Windows 7 Environment.
*    Involved in Development of the applications through Oracle using SQL created Tables and SQL Queries.
*    6 months of experience in Applications - Microsoft Office, Active Directory, platform (Windows, AWS VDI, VPN & Citrix)
*    Mapping requirements as well as providing them best solutions involving definition of scope of project & finalization of project requirements
*    Understanding client needs, requirements, and expectations and devising solutions accordingly.

## Work Experience

◉ **DXC Technology** as Technical Engineer
Jun 2020 to Till Date

*    To understand and resolve technical issues related to Applications like MS office, Internet explorer (v8-v11), SCCM, Cisco any connect VPN, basic issues with Win7 OS& windows 10 OS etc. and to perform moderate troubleshooting on devices like desktops, laptops, Printers and iPad.
*    Assisting clients in getting applications installed via SCCM based App and fixing registry issues of applications.
*    Handling issues related to AirWatch MDM
*    To understand and perform moderate troubleshooting on network related issues.
*    Assisting the user in getting access to Shared drives, Servers, DB's, Admin Accounts, Group mailboxes, Distribution lists, Generic Mailboxes.
*    Understand & deal with issues related to Active directory and group policy objects.
*    Documenting new troubleshooting steps into the Snow ticket.
*    Handling critical issues and establishing a bridge b/w the user, incident management team and the resolver group.
*    Dealing access related issues with knowledge on Active Directory operations.
*    Handling issues related to MS Outlook MS Lync and MS teams.
*    Setting up new user's accounts and profiles and dealing with password issues.
*    Knowledge of networking concepts such as OSI Model, TCP/IP, UDP, DNS, DHCP etc.

◉ **Onwards eServices Limited** as Application Support Engineer
Mar 2017 to Jun 2020

*    Handling issues related to application on Windows platform, with MYSQL as database. Java 6 used for developing the User Interface, with Apache Tomcat.
*    SQL query firing as per the requirement.
*    Installation of the application with the available database for the user.
*    Working on HPSM ticketing tool for documentation of the issues raise for the user.
*    Recording the timestamp on the tickets generated.
*    Reporting, Assessing and Auditing the tickets generated the previous day with peers.
*    Java Error Handling, Hands on SQL query execution.
*    Database Backup, Database Porting, maintaining new and existing databases.

* Application Installation and Configuration in mobile.
* Report preparation.
* Involve in monthly review meeting with other team members.
* Providing KT to the new resources and making them aware of their roles and responsibilities.
* Worked on defects raised by Clients and modified existing program logic based on the requirement.
* Identifying & providing inputs on unique / recurring problems

## Education

UG: **B.Tech/B.E. (Computers)** from **West Bengal University of Technology, Kolkata** in **2015**
PG: **in 0**

## IT Skills

| Skill Name | Version | Last Used | Experience |
|---|---|---|---|
| SQL, MySQL, Oracle , Networking | | | |
| Microsoft Office, Active Directory | | | |
| Windows, AWS VDI, VPN & Citrix | | | |

## Languages Known

| Language | Proficiency | Read | Write | Speak |
|---|---|---|---|---|
| English | | | | |
| Hindi | | | | |
| Bengali | | | | |

## Affirmative Action

Physically Challenged: No

## Work Authorization

Job Type: Permanent / Temporary
Employment Status: Full Time, Part Time