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Abhijit Banerjee ⭐ Featured

Abhijit Banerjee

Seeking roles in Technical Support,Software Support,Remote Support,Incident Management,Project Management,Hardware Installation,System Administration,Root Cause Analysis,Service Delivery,Client Servicing,Linux and suse OS troubleshooting ,RHCSA

Current Designation: Technical Specialist in Linux Support	Total Experience: 9 Year(s) 0 Month(s)
Current Company: IBM India Pvt. Ltd.	Notice Period: 3 Months
Current Location: Kolkata	Highest Degree: Diploma [Electronics/Telecommunication]
Pref. Location: Kolkata,Bhubaneshwar,Bengaluru / Bangalore	

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Specialist,Tech Support Engineer,Software Support,Remote Support,Incident Management,Project Management,Hardware Installation,System Administration,Root Cause Analysis,Service Delivery,Client Servicing,Linux,RHCE

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

Last Active: 18-Jan-21   Last Modified: 18-Jan-21

Jump to Section ▸ **Work Experience** | **Education** | **IT Skills** |

Summary

Seeking a challenging and consistent profession in the field of IBM, Lenovo , HP & DELL Wintel Servers Technical Support and REDHAT Linux OS to learn, innovate and enhance my skills and knowledge implementing the computer technologies for better human life.
* 7+ years experienced as Remote Tech Support engineer for System-X
* 4+ years experienced in MVSS (HP & DELL servers) project.
* 2+ years experienced in IBM Linux support project.
* Highly proficient in IBM System X & Blade center Servers
* Completed RHCSA certification.
* Completed RHCE training successfully.
* Ability to analyse problems/issues and logs (DSA,AMM,CMM,HPS report, DSET report, SOS report ,support config logs etc.)
* Fast Learner, willing to shoulder challenges and responsibilities
* Excellent interpersonal, verbal and communication skill.

Work Experience

🔘 **IBM India Pvt. Ltd.** as Technical Specialist in Linux Support
Oct 2011 to Till Date

Providing Remote Technical support to customers and on site engineer of server break down issues in production environment. Working on all hardware failures and defining plan of action to customer/ Onsite IBM engineers.
Technically Supporting customers in system X Server, bladecenter hardware environment all over INDIA and Handling System X escalation country wide.
Engaging on loopholes to achieve target and Interlocking right stakeholders during escalation and coordinating till the closure.
Recovery of degraded/bad/offline logical drives, operating system and critical level state of an array or software volumes on critical production setup, which ensure increases up time.
Setup and Installation of a new server that includes updating firmware codes like hardware BIOS, Baseboard Management Controller chipset, RAID controller firmware, and HDD micro codes.
RAID configuration, OS installation and coordinating with customers remotely till the closure.
Analyzing IBM DSA logs, IBM Serve RAID logs, Storage logs, Windows Event logs, Windows Mini-dump logs, FTDC,AMM Service data ,Storage logs & internal switch logs.
Preparing reports and root cause analysis for all kind of technical failures.
Working on network failures /Storage connectivity on all protocol (Fiber/SAS etc) and helping customer to recover from failures on priority.
Supporting client onsite and offsite, as and when required based on the problem and achieving resolution on all escalation levels.
Consecutively achieving towards agreed targets of fix on phone(30%) and encouraging clients with effective technical remote solution for part replacement without need for an engineer, by ensuring cost saving.
Conducting biweekly technical training for team growth and development. And under gone various virtual and onsite technical workshop to delight customer with effective technical solution.

Taking remote session customer servers in case of failure and recovering from failures to increase up time, achieve Total Cost of Ownership.

Working with team to resolve on long pending calls of customer and closure of calls with client consent on technical solution effectiveness.

Controlling Part consumption cost and increasing revenue growth towards target.

Working in 24X7 environments on SYSTEM X and Blade Center to meet the Service Level Agreement with client to meet 100% Customer Satisfaction.

Working on company defined process of CIE, Total ownership of customer call up until the solution by involving the right stake holders at all the time in need and achieving customer satisfaction.

Monitor RMA operations for TAT assurance. Monitor & interact with engineer on field for the entire process to ensure the quality of service delivery.

Process adherence and always ensured to follow the process to manage the escalation.

Specialization in UEFI/ BIOS based all System -X lobby, IBM System X, Pure flex, IDataplex Servers, Blade Center hardware platform, RAID Sub systems, DS3000 Series IBM Storage.

Providing Remote Technical support to customers and onsite engineers of server break down issues in production environment. Working on all hardware failures and defining plan of action to customer/ Onsite IBM engineers.

Technically Supporting customers in HP & DELL Wintel based servers country wide.

Analysing HPS report , ILO logs for HP servers & DSET report for DELL servers in order to provide technical support to the customer and onsite engineers.

Setup and Installation of a new server that includes updating firmware codes like hardware BIOS, Baseboard Management Controller chipset, RAID controller firmware, and HDD micro codes.

RAID configuration, OS installation and coordinating with customers remotely till the closure.

Education

UG: **Diploma (Electronics/Telecommunication)** from **West Bengal State Council for Technical Education** in **2011**

IT Skills

Skill Name	Version	Last Used	Experience
RHCSA, Linux, C			

Languages Known

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

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent / Temporary

Employment Status: Full Time, Part Time