Shubhrajit Sarkar

Extensive experience in resolving escalated customer complaints, issues in Production, Team management, Strong interpersonal skills, Flexible & Suitable for any collaborative activity.

📞 **(+91) 8276004151**
✉ **Shubhrajit Sarkar**
in **Shubhrajit Sarkar**

⚙ PROFESSIONAL EXPERIENCES

HCLTech, Hyderabad — *Cyber Security Specialist-E2(IDAM-Cloud)*

APRIL 2023 - PRESENT

1. Leading Project Support Activity Team.
2. Expertised in resolving escalated incidents with customer satisfaction.
3. Supporting Clients in hassle-free activities on a daily basis.
4. Updated quarterly Patch, JavaVersion, Server Certificates of RHEL7 LDAP Servers.
5. Managing Internal track and team members in day to day work.

Wipro Technologies, Kolkata — *Cyber Security Analyst-L2(IDAM-Cloud)*

SEPTEMBER 2020 - APRIL 2023

1. Configured new RHEL7 servers in place of old RHEL6 servers in RHEL7 server Migration Activity.
2. Updated quarterly Patch,JavaVersion,Server Certificates of new RHEL7 LDAP Servers.
3. Troubleshooted and delivered solutions to customers in a part of Daily BAU activities related to OUD and OIG.
4. Created new customized reports on BI Publisher Tool.
5. Involved in operation related activities as an Administrator in Oracle Identity Manager Design Console.
6. Have operational knowledge in Oracle Database.

🎓 EDUCATIONAL EXPERIENCES

Indian Institute of Management, Calcutta

JULY 2023 - PRESENT

Executive Programme in General Management

Haldia Institute of Technology(WBUT), Haldia WestBengal

JULY 2016 - JULY 2020

Bachelor of Technology in COMPUTER SCIENCE AND ENGINEERING

SKILLS

Programming

SQL
Bash
Linux CLI
C
PHP HTML/CSS/BootStrap

Operating Systems

Linux, Windows, Mac

Software & Tools

➜ **IAM Cloud**
● **(e.g. OIG 11g 12C, AWS, Azure)**
➜ **Servers Deploy/ Configure**
● **(e.g. RHEL LDAP Servers)**
➜ **Oracle SQL Developer**
➜ **Oracle BI Publisher**
➜ **Microsoft Office**

ACHIEVEMENTS

Appreciated for Implementing The Best Concept (HCLTech 2023-2024)

Database Architect in College Website Team

CERTIFICATES

🏆 **AWS Certified Cloud Practitioner**

🏆 **CyberArk Certified Trustee**

🏆 **Certificate of Training Completion (AZ-104)- Microsoft Azure Admin**

LANGUAGES

● **Bengali** ○○○○○
● **English** ○○○○○
● **Hindi** ○○○○○