SOUMEN ROY

**IT TECHNICAL SUPPORT**

**Curriculum Vitae**

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**Belisario Domínguez 23, Centro, Cuauhtémoc Mobile: +52-5518126581**

**C.P. 06000, Ciudad de México**.

**Professional Summary :**

Overall 8+ years of experience in various roles, IT field services, IT Incident Management, Access Management and bilingual leader adept in developing and enforcing strong processes including incident, problem, change, and technical service level to optimize support, communication and reduce issues, Experienced professional with the ability to work with internal and external customers at all levels of the organization.

**AREAS OF EXPERTISE:**

* Hands on experience in troubleshoot and resolve technical issues of IT Apps, Laptop, Desktops, hardware etc.
* IT service desk analyst and Service now ticket management.
* Hands on Experience Incident Management and SLA, OLA established at a process level.
* Interact directly to customer support with end users of the equipment.
* Hands on experience on Microsoft Office applications, Networking LAN WAN VPN services.
* Troubleshoot and resolve advanced desktop, server, network and active directory related issues.
* Utilize better, smarter, Faster tools to improve processes.
* Diagnose and resolve problems across Windows, Mac, iOS, Android platforms as well as their software, hardware and knowledge of equipment repair and techniques.
* Updating Incident log to take opportunities to improve service quality, customer satisfaction survey.
* Proper documentation and use of the ticketing system.
* AutoCAD Design.

**PROFESSIONAL EXPERIENCE**

**Associate Technical Specialist McDermott**

**From 22/07/2024**

**Bvld. Manuel Ávila Camacho 32,**

**Piso 15, Lomas de Chapultepec, Mexico City**

* Assisted fellow IT staff with hardware setup, network troubleshooting, data entry, event support, equipment deployment, and record keeping.
* Provide technical assistance and application support while adhering to established processes and procedures to ensure a reliable workplace.
* Consult with users to determine appropriate hardware/software needs and prioritize requests based on urgency and availability.
* Perform PC and computer installation, setup, and maintenance of hardware and software for new and existing users.
* Troubleshoot hardware and software issues and recommend necessary upgrades and configurations for implementation.
* Analyzed and diagnosed wired and wireless local area networks and made repairs primarily using remote service software.
* Direct IS/IT policies, standards, and procedures to support consistent solutions delivery and effective implementation.
* Work onsite and remotely to ensure service tickets, diagnostic programs, and isolation problems are adequately addressed and fixed promptly.
* Manage procurement, repair, and issuance of end-user equipment working in conjunction with other departmental managers.
* Perform data backup, virtual servers, active directory, application installation, security, troubleshooting, and product compatibility.

**UST Global de México, S.A. de C.V.**

**I-Cloud Infrastructure Services From 15/01/2024 to 24/05/2024**

**36275 Silao de la Victoria, Guanajuato, México**

* Utilized standard help desk procedures and processes to document and resolve technical issues for end-user requests.
* Documented problems including detection information, diagnostic results, and repair information by utilizing the trouble ticketing system.
* Managed the overall customer call queue to ensure timely response to incoming customer calls.
* Worked on Genesys cloud to communicate with end users.
* Opened tickets and maintained documentation to track tickets through resolution.
* Troubleshoot hardware and software issues and recommend necessary upgrades and configurations for implementation.
* Assisted with user access, creation, editing, and troubleshooting in Google Workspace and Active Directory.
* Resolved customer’s technical issues promptly and escalated unresolved tickets to the appropriate department for further investigation.
* Maintain SLAs and ASAs and OLA and making KPIs and metrics to fulfill customer requirements with good improvements.
* Analyzed logging and tracking of complex software and hardware issues of networking connectivity and applications to meet business needs.
* Troubleshoot and resolve cloud infrastructure issues
* Responded to and resolved IT support ticket queries in an organized and timely manner while constantly updating users on the status of their requests
* Provided technical assistance and application support while adhering to established processes and procedures to ensure a reliable workplace.

**IT Technical Support GSB**

**Project of Tata Consultancy Services From 20/12/22 to 20/10/23**

**Goodyear Plant, San Luis Potosí, México.**

* Performed PC and computer installation, setup, and maintenance of hardware and software for new and existing users.
* Deployed, configured, and provided performance tuning for Apple, Linux, Windows, and servers with other operating systems.
* Monitored existing support ticket statuses and conditions while maintaining documentation of ticket resolutions.
* Consulted with users to determine appropriate hardware/software needs and prioritized requests based on urgency and availability.
* Communicated with clients online or by phone to understand descriptions of their computer or network problems.
* Examine antivirus status, shared storage space, and network activity, adjusting network equipment and settings to improve system performance.
* Analyzed and diagnosed wired and wireless local area networks and made repairs primarily using remote service software.
* Monitored all inbound and outbound calls utilizing Clarify ticketing system. Ensured documentation on processes and procedures are maintained as per service standards and guidelines that serve as a benchmark for excellent service delivery.
* Worked onsite and remotely to ensure service tickets, diagnostic programs, and isolation problems are adequately addressed and fixed promptly.
* Work with clients to adequately diagnose their problems and walked them through the recommended problem-solving steps.
* Provided coaching, training new employees on call center operations, troubleshooting techniques, and collaborated on calls with new hires.
* Examine antivirus status, shared storage space, and network activity, adjusting network equipment and settings to improve system performance.
* Provided onsite and virtual support for any hardware and software issues to the company’s onsite and remote employees.

**Managed and supported:**  Microsoft applications and Access management, Active Directory services, Managing Dev, Support Teams | Incident| Change| Problem | SLA and Dash bords management | 3rd Party Vendor Management |Working with OEMs and Internal cross functional team.

**Quality & productivity Excellence**

**Technical Support 5th Jan 2022 to 20th Sem 2022.**

**Querétaro, México.**

* Delivered technical and programmatic consultation related to the soundness of approach, compliance to technical requirements, and reflection of industry best practices.
* Work with clients to adequately diagnose their problems and walked them through the recommended problem-solving steps.
* Provided business organizations with information about what gives users the most trouble and about other productivity concerns that may exist.
* Making weekly MIS and sharing the higher management & attending the Reviews.
* Reviewed and addressed recurring or escalated issues by bringing technical cost-effective solutions to company executives.
* Performed data backup, virtual servers, active directory, application installation, security, troubleshooting, and product compatibility.
* Led implementations, installation, upgrades, migrations, migrations, maintenance, support, and optimization of all devices and communication links.
* Configured, deployed, troubleshooted, and resolved issues to software and hardware, peripheral devices, and networks.

**The Vrindavan Institute of Vaishnava culture and studies**

**Technical assistance manager 10th March 2016 to 20th Feb 2019**

**Vrindavan, Mathura, UP, India**

* Managed entire spectrum of technical network support to Finance and Administration’s ABC Local Area Network (LAN) including President’s Office, General Counsel, Board of Supervisors, and Administration Building.
* Performed data backup, virtual servers, active directory, application installation, security, troubleshooting, and product compatibility
* Protected network through DNS filtering to reduce the chances of virus and malware. Monitors DNS activity and blocks IP addresses for end-users as needed.
* Trained clients to work with new computer hardware and software, and peripheral devices including external drives, printers, and terminals.
* Ensuring that staffing and skill levels are maintained throughout operational hours by managing shift staffing scheduling and facilitating the required infra.
* Arranging to staff training and awareness sessions.

**TOOLS AND SKILLS:**

Operating Systems : Windows, MacOS, Android

Service Management tools : BMC, Service Now, HPSM. Power BI, Tableau.

MS office : Advanced Excel, Word skills and PPT skills.

3D modeling : create 3D model using CAD software.

Operating system : Linux(Basic)

Database : MySQL

**SOFTSKILLS:**

Highly Customer Focus, Leading and Motivating the Team, Having Good Communication & Conflict Management and Decision Making. Organization and facilitating, incident Management, Root Cause Analysis, Good Presentation skills.

**COURSES DONE AND CERTIFICATIONS:**

* Industrial training : Enfield Apparels Ltd. 2015.
* Professional Manager : The Vrindavan Institute of Vaishnava Culture and Studies
* Technical Support Engineer : QUPREX.
* Technical Support : GSB

**EDUCATION:**

**MASTER OF TECHNOLOGY (M TECH)**

Mechanical Engineering, ESIME Zacatenco, Instituto Politécnico Nacional, México City, México

**From** 20/06/2020 to 12/09/2022

**BACHELOR OF TECHNOLOGY (B TECH)**

Apparel Production Management, Maulana Aul Kalam Azad University of Technology (West Bengal University of

Technology), Kolkata, India

**From** 20/03/2012 to 10/08/2016

* **LANGUAGE SKILLS**  **:**  English, Spanish, Hindi, Bengali.
* **DATE OF BIRTH AND PLACE** : 19-June-1983 (India).
* **CURRENT LOCATION** : México City, México.
* **MÉXICO WORK PERMIT & VISA DETAILS : (Residente Permanente**) Permanent Resident of Mexico.