**Suprobaha Chowdhury**

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**Date of Birth**: 28-07-1998 | **Nationality**: Indian**Profile**

A motivated IT Engineer with a strong foundation in systems engineering, IT support, and software development, currently advancing technical expertise through an MSc in Web and Mobile Development Technologies at Northumbria University. Skilled in Microsoft 365 environments, cloud services (AWS and Azure), Python programming, and full-stack web development. Adaptable, detail-oriented, and passionate about delivering innovative, customer-centric IT solutions. Eager to leverage technical knowledge and problem-solving abilities in an IT-focused role to drive operational excellence and innovation.

**Technical Skills**

* **IT Support and Technical Support**: Microsoft 365 (Exchange Online, Teams, SharePoint), Troubleshooting, Ticket Resolution, Cloud Computing, Licensing and Billing, Microsoft Entra and Intune, Security and Management.
* **Cloud Services**: Microsoft Azure Fundamentals , Microsoft 365 fundamentals
* **Programming Languages**: Python, Core Java, Core PHP
* **Web Development**: Front-End Technologies (React.js, HTML5, CSS3, JavaScript), Node.js, Express.js
* **Databases**: MySQL, MongoDB
* **Other Tools**: M365, Microsoft Office Suite, GitHub
* **Soft Skills**: Effective Communication, Time Management, Teamwork, Multitasking

**Education**

**MSc Web and Mobile Development Technologies**  
*Northumbria University, London* (Sep 2023 – Oct 2024)

* Focused on user-centric strategic web and mobile app development.
* Developed a healthcare web application ([MedVoiceBridge](https://github.com/Suprobaha/MedVoiceBridge)) using React, Node.js, Express, MongoDB, and Web Speech API.
* Conducted usability testing with elderly participants to improve accessibility and satisfaction.

**Bachelor of Engineering (Electronics and Telecommunication)**  
*Savitribai Phule Pune University, India* (Aug 2016 – May 2020)

* Developed a strong foundation in software development, networking, and database management.

**Certifications**

* **Microsoft Certified Azure Fundamentals** (March 2025, Credential ID: 482DE2C6F6A7F3EA)
* **Microsoft Certified 365 Fundamentals** (May 2025, Credential url: https://www.credly.com/badges/b1c65726-dee9-4dac-8cb6-d84c503af8c3/public\_url)
* **Python for Web Development** (Issued by IBMCEP, Dec 2022, Certificate ID: 5fb83130d26946da9524e7b010fae29f)
* **AWS Certified Cloud Practitioner**
* **Core Java Certification** (2023)
* **MySQL Certification** (2023)
* **Web Designing Certification** (2023)

**Work Experience**

**Systems Engineer**

**Infosys Limited | Bangalore, India**  
*Jan 2022 – Sep 2023*

* Delivered 1st and 2nd line IT support for Microsoft Exchange and M365 services, achieving a 95% first-contact resolution rate.
* Migrated over 200 client email accounts from Google Workspace to Exchange Online, utilizing PowerShell scripts to minimize downtime by 20%.
* Resolved over 300 billing and subscription issues for Business, Enterprise, and Education plans, reducing average ticket closure time by 15%.
* Configured Microsoft Teams Auto Attendants and Call Queues, enhancing client communication workflows and reducing routing errors by 25%.
* Deployed and maintained M365 environments on 50+ client systems, achieving 99.9% system uptime.
* Implemented advanced email filtering rules, reducing phishing and spam incidents by 30% while enhancing email security compliance.
* Delivered exceptional customer service via phone and email, achieving a consistent 100% satisfaction rate.
* Compiled and presented weekly resolution reports using Power BI for internal stakeholders to track service quality and issue trends.

**Additional Experience (Hospitality Roles)**

*United Kingdom | Nov 2023 – Present*

* Held barista and bartender roles at Nathalie (Mayfair), Dorsett Hotel (Shepherd's Bush), Tattle at the Tipperary (Blackfriars), and Lane7 (Victoria).
* Developed customer service skills, barista skills and adaptability in fast-paced environments.
* Trained new team members and supported efficient daily operations.

**Projects**

**MedVoiceBridge – Personalized Voice Interaction Models for Senior Citizens**  
*Final MSc Project*

* Built a healthcare web app integrating Text-to-Speech (TTS) and Speech-to-Text (STT) technologies to enhance accessibility for elderly users.
* Technologies: React.js, Node.js, Express.js, MongoDB, Web Speech API
* Conducted user testing with senior participants, achieving increased satisfaction and usability compliance.
* [GitHub Repository: [MedVoiceBridge](https://github.com/Suprobaha/MedVoiceBridge.git)]

**Languages**

* **Hindi**: Native Speaker
* **English**: Highly Proficient
* **Bengali**: Highly Proficient