

APURBO MANDAL

Senior Service Desk Analyst (L1)| OWASP Berhampore Chapter Co-Leader | Independent Researcher | Security Analyst | (B.C.A) Graduated

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🌐 https://www.apumax-1.github.io/

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As a self motivated Lerner, I always learn from open-source or getting a aid. A Google and IBM certified System Administration with 3+ years of experience in IT enterprise environments combined with 2 years of personal experience in Virtualization designing, 1 year of personal experience in cyber-security implementing and troubleshooting of critical IT system on 24/7. Managed large scale firewalls and networking, good knowledge with Windows, VMware, IBM Cloud, AWS, Google Cloud, Microsoft Azure, and have a deep passion for Information Technology enterprise-wide security management.

EMPLOYMENT HISTORY

November 2021 | Microland Limited · Full-time| Senior Service Desk Analyst (Client- MMC(Senior Service Desk Analyst)), Noida, Sector-135(Candor tech space), U.P, India

- To till date
- > I'm responsible for L1 First level troubleshooting, for colleague all over APAC, EMEA, NASA, supporting chat, mail, calls. I also have to maintain FCR (First Contact Resolution), following ups on ticket's, also follow our Service Level Agreement(SLA), Key performance Indicator (KPI), and customer satisfaction (CSAT) and maintain the good vibes within our team.
 - > Using Nexthink to track down any system issues any where in the word of our colleague's.
 - > Using ServiceNow track and route service requests and fulfill those request's.
 - > Providing IT Support to all over PAN India as well Global.
 - > Active Directory.
 - > Troubleshooting Windows OS (V. 10), Linux, Unix (Mac/ IOS), Networking, Domain Joining.
 - > Manage ticketing system (CASD, ServiceNow).
 - > Managing Asset Detail, tagging them, maintaining them.
 - > Application Profiling (Adhoc).
 - > VPN (Citrix, Zscaler, Cisco quick-connect).
 - > Citrix administration, Xen-apps and xen-desktop for colleague's all over APAC, EMEA, NASA colleagues.
 - > VM ware horizon admin vSphere 7 for colleague's all over APAC, EMEA, NASA colleagues.
 - > Office 365 [Exchange Server, Outlook, Sharepoint, One Drive, Power BI, Yammer, Ms. Word, Ms.Excel Enterprise (DLs/ Groups/ Shared Mailbox)].
 - > MDM (Mobile Iron, Blackberry MDM).
 - > Data Security, Data Privacy, and Infrastructure Security.
 - > RSA Console admin(Radius Server).
 - > MFA (Okta /DUO/Authy/ Google and Microsoft auth)
 - > Password Manager(Bitwarden/ LastPass)
 - > Five 9 (Time Tracker)
 - > Remote tool Dameware.
 - > Moxie (Chat process)
 - > Cisco Soft phone.
 - > Drive Encryption (BitLocker, McAfee) admin acces.
 - > I love to learn and explore new technical thing's, that's why I am the technical lead of my hole team, if anyone stuck in a middle of a process or unable to do a troubleshoot, or want to lean something, I help then to learn how thing's works.

Nexthink ServiceNow SCCM Active Directory (AD) OS Deployment TICKETING Application Profiling (Ad-hoc)
Troubleshooting Software Deployment Windows Server Mail (Outlook) MDM (Blackberry-UEM) VPN (Citrix) Zscaler
Networking AV(Crowd Strike) IE Configuration Domain Joining Laptop Desktop Remote Support
Voice Support Share Drive Access Privilege Leading a Team

February 2021 October 2021	Precision Techserve Pvt.Ltd. System Engineer(Client- Bajaj Allianz), Berhampore, W.B, India <ul style="list-style-type: none"> › Providing IT Support all over PAN India. › Deploying Operating System's. › Trouble shooting Windows OS (V. 10,7), Networking, Domain Joining. › Manage ticketing system for users if they encounter any problem. › Managing Asset Detail, tagging them, maintaining them. › Leading a team of 12 Engineer for BALIC Automation process and provide insight how this automation works. <div> SCCM AD OS Deployment TICKETING Vendor Management Troubleshooting Software Deployment Windows Server Mail (Outlook and Thunderbird) MDM (Blackberry-UEM) VPN (Citrix) Networking Troubleshooting AV(CrowdStrike) IE Configuration SAP(Success Factor) Domain Joining Laptop Desktop Remote Support Voice Support Share Drive Access Privilege Leading a Team </div>
February 2021 August 2019	System Edge IT Service Manager /Assigning/ Scheduling, Berhampore, W.B, India <ul style="list-style-type: none"> › Leading a team of IT support engineers. › Faster Customer Support, troubleshooting complex problem's. › Managing various vendors support like Dell, HP, Lenovo, Acer, Asus, Mac, etc. › Troubleshooting complex OS, Network problems. › Billing maintaining the register distributing salary to our engineers. › Customer fit-back and happiness. › Engineer's feedback, satisfaction and maintain happiness, train them. <div> IT Support Customer Support Managing Assigning Ticketing OS Deployment Linux Windows Driver </div>
July 2019 March 2017	Sanchari Internet Cafe Customer Support/ School Project, Berhampore W.B, INDIA <ul style="list-style-type: none"> › Customer Support helping them in various online work. › Creating various web based project for student's. › Online exam environment creation. › Various form job and education related fill up for customers. › CV Making for various customer. <div> Customer Support WEB PAGE HTML CSS </div>
Mars 2014 April 2013	Delta Computer IT Support/ Tech Leader, Berhampore W.B, INDIA <ul style="list-style-type: none"> › OS Deployment (Windows, Linux) › Hardware Assembling, Motherboard, Processor, RAM, SMPS. › Troubleshoot Problems for customer. › Logging calls for customers if any issue have on there laptops or accessories. › Traveling to customer place if they have any problems. › CCTV Installing, LAN Configuration, Physical topology cration. <div> IT Support Customer Support CCTV LAN Windows Linux Driver Network </div>

EDUCATION

2014-2017	Bachelor Of Computer Application [B.C.A(H)], Maulana Abul Kalam Azad University of Technology well known as (W.B.U.T), Scored 71.72%.
2011-2013	12 th , Standard from West Bengal Board of Higher Secondary Examination with an aggregate of 40%.
2010-2011	10 th , Standard from West Bengal Board of Secondary Examination with an aggregate of 62.50%.

PROJECTS

2020-2021	Intelligent Intrusion Detection Systemreated an Intrusion Detection System using Supervised Learning with NSL-KDD & UNSW-NB15 data-sets and got 98.31% accuracy rate.
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RESEARCH PUBLICATION

2020-2021	Apurbo Mandal, Sandipan Roy, Debraj Dey, (2021). Intelligent intrusion detection system using supervised learning. In Proceedings of the Intelligent Computing and Technologies Conference (ICTCon 2021), Assam, India.
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AWARD WIN

August, 2021	30 Day Google cloud Challenge, Google Cloud India > I have completing 30 Day Google cloud Challenge program 2021. It was a great learning experience. Good to spend 1 months on the Google Cloud Platform. A special thank you to Google to provide such a program and Qwiklabs for providing the lab environments. If you want to see my public profile. :Click here to learn more.
August, 2021	Google Cloud Facilitator Program, Google Cloud India > I have completing Milestone 3 in Google cloud-ready facilitator program 2021. It was a great learning experience. Good to spend 2 months on the Google Cloud Platform. A special thank you to Google to provide such a program and Qwiklabs for providing the lab environments. If you want to see my public profile. :Click here to learn more.
November, 2019	District Champion, Sports Karate, Berhampore, Murshidabad, India > I have to put lots of hard effort to win this gold, I love this moment. I won this gold medal in sports karate, organized by Karate do Federations of Murshidabad on November . :Click here to learn more.

SKILLS

Language	Strong reading, writing and speaking competencies for English, Bengali & Hindi
Highlighted Skills	System Engineering, System Monitoring, Issue tracking system, System Admin, SCCM, Troubleshooting
Networking Skills	Familiar with Routers and Switches, Firewall configuration and installation with knowledge in Networking concepts including TCP/IP, DNS, DHCP, NIS, OSI Model, Active directory, Protocols and Ports, Network Traffic analysis.
Programming	A little knowledge in Python , C, PHP
Web Technology	A little knowledge in Javascript, CSS, HTML
Databases	A little knowledge in Oracle Database, MySQL, PostgreSQL
Development kit	IntelliJ Idea, Eclipse, Atom, Latex , Visual Studio Code, Git, GitHub
Operating systems	Windows Server, Linux Redhat, Linux Centos, Mac OS
Cloud Computing	Amazon AWS, Google Cloud, Microsoft Azure, IBM Cloud
Security Domain	A little knowledge in System Security , Firewall, Network Security
Other	RFID, NFC, IR, Cellular Network, IoT

MISCELLANEOUS EXPERIENCE

February 2022 July 2021	Nexthink, by Nexthink on Nexthink Learning academy <div>Device Analyze Network Analyze Package execution</div>
August 2021 July 2021	AWS S3 Basics, by Coursera Project Network on Coursera. <div>Python GitHub Debugging Configuration Management Cloud Automation</div>
June 2021 July 2021	Network Essentials, by Cisco on Network Academy <div>OSI TCP/IP UTP STP DMZ ROUTERS SWITCHES</div>
May 2021 July 2021	Google IT Automation with Python Professional Certificate, by Google on Coursera. <div>Python GitHub Debugging Configuration Management Cloud Automation</div>
May 2021 Jun 2021	Linux and Private Cloud Administration on IBM Power Systems, by IBM & Red Hat on Coursera. <div>System Admin IBM Power System Private Cloud</div>

January 2021 April 2021	Open Source Software Development, Linux and Git, by The Linux Foundation on Coursers. <div> <div>Opensource</div> <div>Software Development</div> <div>Linux</div> <div>git</div> </div>
July 2021 December 2020	IBM Cybersecurity Analyst by IBM, on Coursera. <div> <div>Cyber security annalist</div> <div>CIA</div> <div>AAA</div> <div>Framework</div> <div>Process</div> <div>ETC</div> </div>
July 2021 December 2020	Introduction to Cloud Computing by IBM, on Coursera. <div> <div>IaaS</div> <div>PaaS</div> <div>SaaS</div> <div>Hybrid Multicloud</div> <div>DevOps</div> </div>
November 2019 February 2020	Google IT Support, by Google on Coursera <div> <div>Computer Networking</div> <div>Becoming a Power User</div> <div>System Administration</div> <div>Technical Support Fundamentals.</div> </div>
February 2021	English Score Awarded by, by British Council. <div> <div>English</div> </div>

I hereby declare that all the above information given by me is true to my knowledge and I hold the responsibility of the above-mentioned information.

Date : APRIL 23, 2022

Apurbo Mandal