

# APURBO MANDAL

System Engineer | OWASP Berhampore Chapter Co-Leader | Independent Researcher  
(B.C.A)

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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, 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 Azur, and have a deep passion for Information Technology enterprise-wide security management.

## EMPLOYMENT HISTORY

February 2021  
To till date

Precision Infomatic (M) Pvt. Ltd. | System Engineer(Bajaj Allianz(KA3)), Berhampore, W.B, 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

SCCM AD TICKETING VENDOR MANAGEMENT TROUBLESHOOTING AV SOFTWARE DEPLOYMENT  
Windows Server

February 2021  
August 2019

System Edge | IT Service Manager /Assigning/ Scheduling, Berhampore, W.B, India

- > 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.

IT Support Customer Support Managing Assigning Ticketing OS Deployment Linux Windows Driver

July 2019  
March 2017

Sanchari Internet Cafe | Customer Support/ School Project, Berhampore W.B, INDIA

- > 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.

Customer Support WEB PAGE HTML CSS

Mars 2014  
Avril 2012

Delta Computer | IT Support/ Tech Leader, Berhampore W.B, INDIA

- > 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.

IT Support Customer Support CCTV LAN Windows Linux Driver Network

## 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<sup>th</sup>, Standard from West Bengal Board of Higher Secondary Examination with an aggregate of 40%.

2010-2011 10<sup>th</sup>, Standard from West Bengal Board of Secondary Examination with an aggregate of 62.50%.

## PROJECTS

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

## 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.

## AWARD WIN

August, 2021	<p>Google Cloud Facilitator Program, Google Cloud India</p> <p>&gt; 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.</p> <p>:Click here to learn more.</p>
November, 2019	<p>District Champion, Karate Berhampore, Murshidabad, India</p> <p>&gt; 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 .</p> <p>:Click here to learn more.</p>

## 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 <b>Python</b> , C, PHP
Web Technology	A little knowledge in Javascript, CSS, HTML
Databases	A little knowledge in Oracle Database, MySQL, PostgreSQL
Development kit	<b>IntelliJ Idea</b> , <b>Eclipse</b> , <b>Atom</b> , <b>Latex</b> , 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 <b>System Security</b> , Firewall, Network Security
Other	RFID, NFC, IR, Cellular Network, IoT

## MISCELLANEOUS EXPERIENCE

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

January 2021 April 2021	Open Source Software Development, Linux and Git, by The Linux Foundation on Coursers. <div> OpenSource Software Development Linux git </div>
July 2021 December 2020	IBM Cybersecurity Analyst by IBM, on Coursera. <div> Cyber security annalist CIA AAA Framework Process ETC </div>
July 2021 December 2020	Introduction to Cloud Computing by IBM, on Coursera. <div> IaaS PaaS SaaS Hybrid Multicloud DevOps </div>
November 2019 February 2020	Google IT Support, by Google on Coursera <div> Computer Networking Becoming a Power User System Administration Technical Support Fundamentals. </div>
February 2021	English Score Awarded by, by British Council. <div> English </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 : SEPTEMBER 15, 2021

Apurbo Mandal