

ARUP SAMANTA



CONTACT

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C/o- Gorachand Samanta, Vill- Barkashimpur, Po- Hat Sarberia, Ps- Daspur, District- Paschim Medinipur, Pin- 721146

SKILL

IT Service Desk

Customer Service

Incident Management

Servicenow & Sapphire

Basic knowledge in Excel, Sap

Good communication skills, Positive attitudes, Hardworking, Goal oriented.

INTERESTS

Cricket, Travel, Singing.

LANGUAGES

Bengali

Hindi

English

OBJECTIVE

Looking for a challenging role in a reputable organization to utilize my technical, database, and management skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the IT sector.

EXPERIENCE

13/06/2016 - 24/11/2024	Tata Consultancy services Ltd Senior Process Associate I have been working at TCS for the past 7 years. I started my career as a information process enabler. After 3 years I got promoted to Senior Process Associate. I have worked on various projects Like Healthcare domain, automation(Winscp), Banking Domain. For Last 3years I'm working in ITES as L1 technical support.
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EDUCATION

2015	West Bengal State University, Barasat. B.sc 48.38%
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ACHIEVEMENT & AWARDS

TCS Soldier Award

On The spot award

Appreciation Notes

Certified in IT service operations and service desk management from Udemy.