

Ranadip Chatterjee

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EDUCATION

University of Calgary

BSc. Computer Science

September 2018 – April 2023

Calgary, AB

Certification: Microsoft Certified: Azure Fundamentals AZ-900

April 2023

KEY SKILLS

IT: Azure, AWS, Active Directory, Group Policy, Intune, Exchange Server, FortiClient VPN, Duo Security (MFA/SSO)

Troubleshooting: Windows 10, OS X, Android, iOS, Microsoft 365 (Teams, SharePoint, Outlook, OneDrive), Zoom

Others: Windows Server, SolarWinds Help Desk, PowerShell scripting, Network Administration & Configuration

Personal: Effective Cross-Cultural Written and Verbal Communication, Flexibility, Detail Oriented

EXPERIENCE

IT Summer Student

STEP Energy Services

May 2022 – August 2022

Calgary, AB

- Provided Level I/II Desktop Support to 1000+ end users on-site and remotely in a corporate Oil & Gas environment, delivering responsive support to inquiries through chat, email, and phone.
- Monitored ticketing system in real time and resolved an average of 20 incoming tickets daily with regular and timely updates, documented resolution procedures, and provided support for emergency issues outside of normal hours
- Performed remote troubleshooting using various tools, tracked issues to resolution, and kept knowledge base updated.
- Assisted in planning, testing, and deploying desktop hardware, operating systems, and application updates.
- Maintained accurate inventory records for IT equipment, software, and license users to ensure compliance with policies.
- Supported smooth functioning of technology equipment during conference room gatherings.
- Assisted in relocation of computer hardware and peripherals for 16 professionals between multiple office locations, ensuring minimal disruption to daily operations.
- Developed dynamic web form using MS Power Apps and SharePoint with user-triggered workflows and automated data validations and reporting, reduced manual processing time by 50% and improved data accuracy by 30% .
- Iteratively designed and coded app components in a Agile environment, aligning with business goals through prototyping, frequent feedback, and demos.
- Prepared technical and user documentation to seamlessly support application development and deployment.

PROJECTS

AdShare | *ExpressJS, ReactJS, NodeJS, Socketio*

- Developed a distributed advertisement system as part of team of 5 students, engaged in all aspects from design to implementation.
- Followed Agile approach for estimating and tracking project milestones.
- Created comprehensive project documentation including detailed README and system architecture diagrams.
- Automated building, testing, and deployment of the application via Docker containers using GitHub Actions workflows.

MERN E-Library | *MongoDB, ExpressJS, ReactJS, NodeJS*

- Employed Agile Scrum methodologies to enhance team collaboration and streamline project communication.

PassCompare | *Python, numpy, pandas, matplotlib*

- Managed a 4-member group in conducting password policy research on popular websites using the zxcvbn algorithm.
- Coded Python scripts to scrape leaked passwords from online datasets, parse them and extract necessary attributes.
- Analyzed and visualized research data, generated complete reports with insights into password strength trends.

EXTRACURRICULAR & PERSONAL DEVELOPMENT

Home Server

September 2022 – Present

- Setup and maintain Debian Nginx server for learning, experimental and automation purposes and as a backup solution.
- Manage virtualized environments for testing and developing scripts, software and for self-hosting services.
- Enhance understanding of server administration tasks (incl. hardware upgrades), networking concepts and monitoring.

Member of UofC InfoSec Club

July 2020 – December 2021

- Actively participated in club meetings, events and competitions.
- Developed initiative, organizational, task prioritization, time management and problem solving skills.
- Practiced teamwork ethics to foster a collaborative and supportive club environment.