

SM

SAMRAT MALLICK

IT PROFESSIONAL || 8777472373

## OBJECTIVE

Well-organized administrative professional bringing excellent multitasking abilities developed of IT & BFSI industry experienced. Analytical problem solver and persuasive communicator with a talent of thinking outside the box for creative solution, disciplined and believer of successful team work.

## EXPERIENCE

**SYSTEM ADMINISTRATOR • WIPRO TECHNOLOGY LTD • NOV, 2017 – JAN, 2020**

**Client Name:** *Suryoday Small Finance Bank Ltd.*

**Responsibilities :**

Responded to support request from end-user and patiently walked individuals through basic troubleshooting tasks.

Provide appreciative support for VVIP users and Responsible for scheduling and managing Video conference Meetings.

Hands on support on Core Banking and Treasury (RBI Specific) Application.

Uploaded new software, rolled out updates and applied patches to end point and servers.

Taking regular follow ups with vendors till complete issue resolution.

Responsible for overall bank IT migration in endpoint level, from **Ubuntu environment to Windows 10 with in-house AD domain controller, Dell Delta Protection to Trend Micro Antivirus and Encryption implementation, Forescout NAC and Forcepoint DLP implementation, in-house mail to exchange mail server migration, implementation of uniflow printing solution using Canon.**

Hand on experienced in OS Ticket ticketing tool, Sapphire IMS tool ticketing and asset monitoring tool and Ultra VNC remote support tool, Manage engine Patch management and Remote support and service desk tool.



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## SKILLS

Certified in Advance Diploma in Information Technology and Application on 2013.

Certified as DBA from oracle.

Certification of COBC(Wipro)

Trained on MICROSOFT M365.

Trained on O365 L2, Excel L2, Linux L1, Information Security in Data and network L1, Ethical Hacking.

Net vault (Dell) Backup Tool using IBM LTO 4, LTO 5.

Using NAS Drive as SFTP, active Backup Drive.

Basic knowledge on Java, C, C++, Python 3.6, Shell

Scripting (Bash), VM

Workstation.

### SERVICE DELIVERY & SYSTEM ADMINISTRATOR •

#### WIPRO TECHNOLOGY LTD •

**JAN, 2020 – TILL TODAY**

**Client Name:** *Henkel Adhesive Technology Ltd.*

#### **Responsibilities :**

Provide appreciative support for VVIP users and Responsible for scheduling and managing Video conference Meetings.

Responsible for handling Backup Servers, MDM console, Asset Tracker Tool.

Developed and manage varies project with using Microsoft tools.

- Create and manage Assets PR/PO DL & List on SharePoint with automation using MS FLOW (Power Automate).
- Co-ordinating with respective team for RPA based automation in various product.
- Designing and modifying various MS SharePoint projects visually and logically.
- Creating various report using MS Power BI , graphically representing large Data.



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## HOBBIES

Adventure Travelling,  
listening music, playing  
Indore and Outdoor games.

## EDUCATION

### SECONDARY • MAY'12 • ICHAPUR NORTHLAND BOYS HIGH SCHOOL

- Passed with 1<sup>st</sup> class marks of 73.5%.
- Participate in Intra School Drama competition.
- Participate in Inter School Football competition.

### HIGH SECONDARY • MAY'14 • RAMAKRISHNA MISSION BOYS HOME HIGH SCHOOL (RAHARA)

- Passed with 1<sup>st</sup> class marks of 68.2%.
- Participate and 1<sup>st</sup> runners-up in Inter School Drama competition.
- Participate and got 1<sup>st</sup> prize in Inter School Quiz competition

### DIPLOMA IN COMPUTER SCIENCE AND TECHNOLOGY • AUG'17 • CENTRAL CALCUTTA POLYTECHNIC

- Graduated with 1<sup>st</sup> [distinct] class marks.
- **Participated on developing collage website using Java scripts.**
- Organizing social events blood donation camp and tree plantation
- Winner of table tennis tournament in Intra collage annual sports 2016.
- Elected as vice president of students union 2016-17.



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