

Tarun Kumar Sahu
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Career Objectives

To put my abilities and learning skills to best use and make effective contribution to a progressive organization for a bright and rewarding career. Seeking a responsible, professionally challenging and rewarding position that will require optimum use of skills and knowledge.

Professional Qualification

- ✘ B.TECH in Electronics & Communication Engineering from Jagannath Institute for Technology and Management, Odisha in 2012
- ✘ Diploma in Electronics and instrumentation from Berhampur School of Engineering and Technology, Odisha in 2008

Specialized Course

- ✘ MCITP from Zoom Technologies, Hyderabad
- ✘ Exchange Server 2007 from Zoom Technologies, Hyderabad
- ✘ CCNA from JITM, Odisha
- ✘ Hardware & Networking from Sai Info, Odisha

Professional Experience

- ✘ **Organization:** ASM Enterprise Solutions Pvt. Ltd.
- ✘ **Designation:** System Engineer
- ✘ **Duration:** Dec 2017 to Present

Responsibilities:

- ✓ Lead team providing telephone and online support to customers experiencing technical issues.
- ✓ Escalate the problems to L2/L3 team based on categorization of Tickets
- ✓ First level technical support on infrastructure components [servers, network, desktops]
- ✓ Monitored technical team calls to ensure maintenance of technical skills and good customer service.
- ✓ Participated in customer meetings for escalated issues to provide faster resolution
- ✓ Held weekly team meetings and involved staff in planning and decision making.

- ✓ Monitoring all installed systems and infrastructure.
- ✓ Monitor Linux Servers for CPU/Memory/Disk Utilization and Server performance through Solarwinds Monitoring Tool.
- ✓ Planning different activities as per Planned/Unplanned Events.
- ✓ Proactively ensure the highest levels of systems and infrastructure availability.
- ✓ Team Management for Rotational Shift 24/7.
- ✓ Preparing Stock Asset Inventory/Cable Matrix/Slides for Weekly/Monthly Project report.
- ✓ Monitoring all Active alerts on Production Servers and planning to reduce these alerts.

❏ Organization: CMS IT Services Pvt. Ltd

❏ Designation: Senior Customer Support Engineer

❏ Duration: June 2014 to Nov 2017

Responsibilities:

- ✓ Resolved and provided guidance to engineers for escalated technical issues.
- ✓ Act as Single point of contact (SPOC) for implement IT activities in PAN India.
- ✓ Troubleshoot Network connectivity (LAN) issues
- ✓ Configuration of Network Printer, New Data Card, Laptop & Desktop.
- ✓ Managing the Symantec Endpoint Antivirus Support for all User PCs.
- ✓ Solving various technical problems by coordinating with vendors & Corporate IT
- ✓ Providing L1 support to remote location using MSTSC, Ammy Admin & Desktop support tool.
- ✓ Maintaining Asset and Datacard inventory
- ✓ Monitoring and troubleshooting of Basic Network problems.

Extra Curricular Activities

- ❏ Organized a workshop on Computer Hardware and Software managing and troubleshoot

Personal Profile

Father's Name	: Rama Chandra Sahu
Gender	: Male
Nationality	: Indian
Language Known	: English, Hindi, Oriya(Read, Write & Speak)

Declaration

I do here by declare that all the statements furnished are true to the best of my knowledge and belief.

Date:

Taruna Kumar Sahu

Place: