

Smita Dutta

Systems Executive

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PERSONAL STATEMENT

IT professional with 1.4 years of experience and highly creative and innovative professional with advanced communication skills and abilities who seeks and enjoys responsibility to gain a dynamic, challenging career in the field of IT which will offer me the best opportunity to develop any abilities, skills and knowledge in an established and recognized organization for long time growth. I aspire to prove my talent in fast moving techno world.












CAREER HISTORY

Cognizant Technology Solutions Ltd: Systems Executive: Kolkata, India

Role: Incident Management (November 2021- Present)

Domain: CIS.

- My role is to provide technical access and support to the employees who are working in the Project.
- Profile maintenance, providing solutions on client incidents for faster resolution.
- Managing clients Active Directory and providing security through OKTA.
- P1 -> Incident handling, also taking VIP calls.
- Avaya -> Call support Tools.
- Hands on experience working on tools like:

-  SAP
-  Splunk
-  Active Directory
-  Virtual Directory Server
-  MARS
-  ALS
-  OKTA
-  VPN
-  Office 365
-  Service Now.
-  LogMeIn Rescue Technician Console.

EDUCATION

- M.Sc. Computer Science: Dinabandhu Andrew's Institute of Technology and Management. (2021 - 23) --
- B.Sc. Computer Science: Serampore Girls' College. (2018 – 21) 6.779 CGPA
- HSC: Lalbagan Balika Vidyalaya. (2016 - 2018) 55.2 %
- SSC: ST. Anthony's School. (2016) 67.34%

TECHNICAL KNOWLEDGE

- Java / C Programming Language.
- SQL
- Basic HTML

KEY ACHIEVEMENTS

- Received Excellent process delivery appreciations from Cognizant.
- Received Good feedback from the project Global Clients.