Sangita Mohanta

Lead Software Engineer, Senior Software Engineer, Engineering Lead

CONTACTS
+91 8105724172
Sangita.Mohanta@gmail.com
Location: Bangalore

OBJECTIVES

To work in a dynamic professional environment where each day is a new learning experience; where I can enhance my skills to excel in both professional and personal life.

RELEVANT EXPERIENCE

Certified AWS Solution Architect Associate proficient in EC2, EBS, Lambda, ELB, CI/CD, SNS, SQS, ECS, S3, VPC, Rout53, Cloudwatch, Cloud trail, API Gateway functions. Hands-on experience to configure Amazon Connect tool features. Seeks to bring 9 years of professional technical support experience to an AWS Solution Architect position in a goal-oriented, fast-paced tech environment.

EXPERIENCE - 113 MONTHS (9+ years)

Persistent Systems Ltd., Bangalore — Lead Software Engineer
October 2020 - present

· Voice Support using AWS Connect.
· Customer Support for Digital Banking.
· Create, showcase weekly and monthly Operations reports to customer..
· Create SOP, KB for analysts on ITSM tool SummitAI.
· Incident, Service Request, Change management.
· User account administration on various platform.
· Train new team members according to the project requirement.

Laird, Czech Republic — *Service Desk Supervisor*
May 2017 - June 2020

· Supervising a global team of Desktop Support admins, Service Desk technicians to meet SLA.
· Train new team members on the Service Desk support role.
· Global IT Communications through Email on IT service notifications and IT changes impacting all employees.
· Call and chat support through Microsoft Teams, Skype for Business, Phone.
· Provide 1st and 2nd level solutions to daily incoming tickets including documentation, categorization, and route tickets to other teams as required.
· Change request, Emergency Change Request creation.
· Employee On-boarding, Off-boarding IT Support
· Active Directory user account creation and management, Security Group creation and management, network shared folder access management.
· Exchange (2010) mailbox creation which included: Shared mailbox, Conference room mailbox, DL, and access management. Overview on O365 for the same.
· Network monitor using PRTG tool to report the Networking team about any unplanned outage.
· Re-image computers using company standard SCCM deployment.

CERTIFICATIONS

· AWS Certified Solution Architect - Associate

· Microsoft 365 Certified - Fundamentals

· Symphony SummitAI Certified System Administrator

· ITIL v.4

KEY SKILLS

· AWS Solution Architect

· EC2, Lambda, ELB, ALB

· CI/CD

· ECS

· SNS, SQS

· S3, DynamoDB

· RDS, Aurora

· DynamoDB

· API Gateway

· Cloud trail

· Amazon Connect

· ITSM Tool

· ITIL v.4

SOFT SKILLS

· Problem Solving

· Time Management

· Teamwork

· Written Communication

· Interpersonal Communication

· Adaptability

· Emotional Intelligence

· Decision Making

· Customer Service

· Creativity

· Resilience

- Hardware (Desktop, Laptop) spare parts replacement, upgrade, and life-cycle management.
- ERP/QAD, Salesforce user account creation, and access administration.

Happiest Minds Technologies Pvt. Ltd., Bangalore — *Engineer*

January 2014 - April 2017

- End-user support on Call, Live chat, Zendesk ticket, Remote control.
- Active Directory user account creation and management, Security Group creation and management, network shared folder access management.
- Exchange (2010) mailbox, Shared mailbox, Conference room mailbox, DL creation, and access management.
- Change Request creation based on System Engineers and Network Admins' notification.
- Network monitor using Orion tool to report any unplanned outage.
- Monthly business report creation on Powerpoint for client.

ACCOMPLISHMENTS

Laird — 2019-2020

- **Windows 10 upgrade:** Upgrade from Windows 7, 8.1 to Windows 10. Project completed within 7 months for 800 Desktop and Laptops of existing Employees with a team size of 5 including me.
- **Integration of Microsoft Teams:** Rollout guidelines to use Microsoft Teams and follow up on pushed installation of Microsoft Teams application. Project completed within 45 days.
- **Enabling MFA** for all Laird internal and external users.

Happiest Minds Technologies Pvt. Ltd. — 2016

- **Service Desk Transition:** build client Laird's internal centralized Service Desk. Project completed within 2 months with a team size of 3 including me.

EDUCATION

University of Calcutta, Kolkata — Master of Arts (Philosophy) - 2011

University of Calcutta, Kolkata — Bachelor of Arts (Philosophy Hons.) - 2009

I hereby declare that all the information I have provided is accurate to the best of my knowledge.

Signature

Sangita Mohanta

AWARDS

- Top-Talent 2022
- Operations Excellence at Laird- 2017
- Learning Evangelist/ Wellbeing Award at Happiest Minds Technologies Pvt. Ltd. – 2016

LANGUAGES

- English
- Bengali
- Hindi