


# Shiladitya Chackrabarty

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## Summary

Expert IT Professional and Trainer with over 10 years of experience in delivering training and support in analysis, design, development, architecture, installation, configuration, maintenance, troubleshooting, and administration of web/cloud systems, databases, and software solutions

Fluent in Java 11, C++, with competence in writing, reviewing, debugging, and optimizing scalable code, and developing low-cost, high-quality, and high-performing Java-based software solutions; technical proficiency in installation, configuration, administration, maintenance, and troubleshooting of Cisco devices (router, switches, hubs)

Expertise in managing all phases of the cloud application development lifecycle, including assessing and optimizing cloud application security, with the ability to utilize technical competence, business, and financial acumen to enhance communication and coordination with clients, technical teams, and executives

Extensive experience in computer networking and delivering technical support to customers in the USA, UK, Canada, and India, for software/hardware installation, configuration, troubleshooting, and maintenance of devices including HP desktops, scanners, Dell desktops, and other software/hardware products

Exposure to inbound and outbound processes, as a Customer Service Advisor; certified in C#, C++ programming, Advanced Java with Java Beans, Enterprises Java Programming, Web-Centric Computing, application development using VB.NET, E-Commerce and Convergence, Interconnecting Network Devices, and Enterprise Communication

Completed Master of Science in Web and Cloud Computing from the Sheffield Hallam University, United Kingdom, in 2016, and Postgraduate Certificate in Business Administration from the University of Wales, Cardiff, in 2008, wherein I have acquired skills in Business Communication as well as technical competence in various IT domains; basic proficiency in German (reading, writing and speaking) with A2 level certificate in French, TEFL & TESOL Canada certification, and a 7.5 band IELTS score (2021)

Recognized for academic proficiency by Sheffield Hallam University, United Kingdom during the Master's course, and outstanding performance at Wipro Limited in 2006, as an Associate.

## Experience



### Technical Trainer

LabVantage Solutions, Inc

Aug 2022 - Present (1 year)

I am a Technical Trainer imparting training in LIMS Domain software.



### Consultant Trainer – Computer Science | Remote

NIIT Limited

Oct 2021 - Aug 2022 (11 months)

- Training and Content Development on various topics of Computer Science to employees (both new-hire as well as senior) of multinational IT Companies



### **Trainer - Coding | Cloud Computing | TOEFL | Enterprise Communication**

Core Success Education and Consultancy Limited

Sep 2020 - Nov 2021 (1 year 3 months)

- Responsible for delivering extensive training in coding, TOEFL, business/enterprise communication, computer networking, cloud computing, and programming



### **Customer Service Advisor - Band IV**

On Process Technologies Limited

May 2017 - Aug 2018 (1 year 4 months)

- Worked in outbound and inbound processes



### **Associate**

Wipro Limited

Nov 2016 - May 2017 (7 months)

- Supported customers across USA and Canada for resolving technical issues in HP desktops and notebooks



### **Associate**

BRITISH TELECOMMUNICATIONS PUBLIC LIMITED COMPANY

May 2016 - Nov 2016 (7 months)

- Supported customers across UK of BT for landline, broadband and television connections



### **Customer Service Professional**

Sitel Services India Limited (a Subsidiary of Larsen & Toubro Engineering), Mumbai, India.

Jan 2014 - Jun 2014 (6 months)

- Supported customers across USA and Canada for resolving software issues in Dell products



### **Enterprise Broadband Service Delivery Practitioner**

IBM

Feb 2013 - Nov 2013 (10 months)

- Delivered technical support to UK-based customers of EE's Broadband Services



### **Senior Customer Service Executive**

Serco

Mar 2011 - Nov 2011 (9 months)

Provided customer service and after-sales support to UK customers of Barclaycard credit cards



### **Senior Technical Support Executive**

Sutherland

Feb 2010 - Mar 2011 (1 year 2 months)

- Delivered hardware support to US customers of Dell desktops



### **Technical Associate**

Wipro

Jun 2005 - Oct 2007 (2 years 5 months)

- Extended technical support to US customers of HP desktops, scanners and all-in-ones

## **Education**



### **Sheffield Hallam University**

M.Sc. (Web and Cloud Computing), Cloud Computing

2014 - 2016



### **Asian College of Teachers- Corporate**

120 Hour International TEFL/TESOL Certificate, English Teaching and Traini

2020 - 2020



### **University of Wales**

Post Graduate Certificate in Business Administration, Human Services, General

2007 - 2008



### **Indira Gandhi National Open University**

Bachelor of Information Technology, Information Technology

2001 - 2007



### **University of London**

Higher National Diploma in Computing (through Edexcel conducted by IGNOU),

Computer Science

2001 - 2006

## **Licenses & Certifications**



**120 Hour TESOL/TEFL Certificate** - Asian College of Teachers- Corporate



**A2 level certificate course in French** - Alliance Francaise



**Oracle Database 10g - Introduction to SQL** - National Institute of Information Technology

**NIIT E-Commerce and Convergence** - National Institute of Information Technology

**NIIT Advanced Java with Java Beans** - National Institute of Information Technology

**NIIT Enterprises Java Programming** - National Institute of Information Technology

**NIIT Web-Centric Computing** - National Institute of Information Technology

**NIIT Enterprise Communication and Personality Development** - National Institute of Information Technology

**NIIT Programming using C++** - National Institute of Information Technology

**NIIT Windows Application Development with VB.NET** - National Institute of Information Technology

**NIIT Programming in C# Certification** - National Institute of Information Technology



**TESOL Canada Board Examination** - TESOL CANADA

## **Skills**

Control Software • Superior Organization • Problem Solving • Oral Communication • Microsoft Excel •  
Job Aids • Attention to Detail • Communication • Technically Oriented • Java