



Dipankar BARUA

Product Support Engineer

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🌐 SOCIAL

- 📧 @mrbarua
- 📷 @mrbarua

📄 PROFILE

I'm a positive guy with high social skills and a big interest in IT and I love travelling, editing films and writing articles outside of office hours/at weekends. My thesis for my Master's degree in Computer science revolves around Web Development, Customer Success, IT Security and the Internet of things

🎓 EDUCATION

Master of Science (M.Sc.), Computer Science
EPITA: Ecole d'Ingénieurs en Informatique, Paris ,France
2016 - 2018
Bachelor of Computer Application
Maharshi Dayanand University , India
2011 - 2014

🔧 SKILLS

- IAM
- FrontEnd
- Linux
- VMware
- vSphere
- ESXI
- TCP/IP
- Jira
- SQL
- Customer Service
- CyberSecurity
- SSO
- Microsoft

📁 EXPERIENCE

🕒 International Support Engineer

06-2019 - Present | [Evidian \(Atos\)](#) - Full Time

- Global technical support for Evidian Customers, partners, and consultants.
- Provide Customization/Personalization or adds enhancements to the Product.
- Resolve issues through various channels.
- Customize products, intervene on platforms, and collaborate with cross-functional teams.
- Participate in meetings and maintenance of inventory.

📋 Equipier Polyvalent Étudiant

01-2019 - 06-2019 | [MacDonald](#) - Part Time

- Food and drink prep, order management, packaging, and safety measures for cleanliness and sanitation.

📁 Web Application Developer

07-2018 - 12-2018 | [Recouvéo](#) - Internship

- Development of modules as per client's needs, HTML5 Layout, CSS3 design, code reusability, and database integration.

📁 Junior Web Developer

01-2017 - 07-2017 | [WebPix Solutions](#) - Internship

- Designing web pages, focusing on user experience, creating mobile features, coding with HTML/CSS/JavaScript, making mockups, collaborating with the backend, gathering feedback, and proposing solutions

🕒 Technical Support Engineer

04-2016 - 11-2016 | [Sony India](#) -Full Time

- Address customer issues, research, diagnose, and troubleshoot for solutions.
- Escalate unresolved problems, document knowledge, maintain client relations, and provide feedback.
- Engage with management for project updates.

🎓 CERTIFICATE

Docker Fundadamental Training -2024

Funadamental Jira -2022

Confluence -2022

Service Management Jira -2022

ITSM Jira -2022

Linux Administration -2021

Evidian IAM Products -202

Networking Essentials -2020

Evidian Safekit High Availability -2020

Evidian IGA-2020

Evidian Analytics -2021

Evidian IdaaS -2024

- Integration
- Customer Support
- Technical Documentation
- Linux System Administration
- Confluence
- Professional Services
- Account Management
- Windows
- JavaScript
- Software as a Service
- Markdown
- Docker
- AD
- Virtualization
- System Administration
- Account Management
- Troubleshooting
- Web Development
- Wordpress
- Cloud
- IT service management
- Trello
- Python
- Git
- LDAP

L A N G U A G E S

- English
- French
- Hindi
- Bengali
- Nepali
- Chittagonian

I N T E R E S T & H O B B I E S



Travelling



Chess



Video Editing



Blog