

DEBASIS SAHOO

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OBJECTIVE

My objective as an IT Manager is to ensure that business networks, systems, and processes are running smoothly and effectively so as to enable the fulfilment of the company's target goals. I aim to do this by applying my IT expertise and management skills in the planning, supervising, production, testing, and deployment of products and services ensuring that all meet high quality standards and order specifications. Having been an IT Manager, I have shown efficiency and competence for the duties and responsibilities assigned to me. Given the chance, I am willing to impart my expertise for the success of the company.

PROFESSIONAL PROFILE

- Administered efficient working of IT Operations team and achieved all objectives.
- Monitored all change management functions and ensured compliance to business requirements.
- Analysed design feasibility of all IT infrastructure process and operations.
- Monitored all staff recruitment process and appraisals.
- Evaluated all plans and performed tests on disaster recovery process.
- Developed system to adapt to changing technologies.
- Possess excellent organisational, communication, analytical and troubleshooting skills.
- Good understanding knowledge in maintaining & troubleshooting of network and desktop peripherals.
- Proficient in analysing information system needs, evaluating end-user requirements, custom designing solutions, troubleshooting for complex information systems management.
- Expert in modern concepts of end-to-end program planning and implementation from scope management, to activity sequencing, effort & cost estimation, risk analysis to quality management in adherence to quality guidelines and norms.

FUNCTIONAL EXPERTISE

Server/System Support

- Coordinating system requirement analysis for understanding client internal & external business processes and mapping them to required framework standards.
- Suggesting appropriate as well as technology-based solutions for enhancing functional efficiency of the organisation and achieving business excellence.
- Interacting and building relationships with clients for addressing challenging issues.
- Installing servers, MS windows, network services, workstations and peripherals.
- Installing, configuring and administrating Microsoft Windows OS, Server OS, and MS-Office Package.
- Deploying Active Directory Service in Windows 2008/2003 Servers. Adding & Configuring required networking Components (TCP/IP, DHCP Configuration) & Protocols based on the requirements.
- Maintaining Active Directory database (backup, restore) and Replication.
- Configuring Windows Deployment Services, ADC & Group Policies.
- Configuring DHCP Server, Raid Levels in Windows 2003/2008 Server.

Network Support

- Configuring and troubleshooting cisco router & switches. Setting up and managing local and wide area networks (LAN, WAN) to maintain maximum network uptime.
- Handling hardware & network administration with technical expertise in the implementation, operations and support functions using IT as a tool.
- Configure & troubleshoot VLAN, Inter-VLAN routing, STP, VTP, switch trunking & NAT also managing various access point from CISCO, D-Link etc.
- Working with TCP/IP, Subnet and IPv4 & good knowledge on OSI.
- Structured cable laying plan and connectivity, installation of switch rack, jack panel, I/O connectivity, crimping, Switch and Hub installation.

ORGANISATIONAL PROFILE

Organization : SBC Exports Ltd. (Client: Transport Dept. Govt. of Jharkhand)
Role : IT Manager
Duration : Aug 2017 -- Present.

Key Responsibilities

- Co-ordinate with field engineers to timely completion on call assigned to them and help them in troubleshooting. Handling all technical issues related to our project.
- Assist in development and testing of Road Safety Software and also co-ordinating with NIC.
- Organise meetings with District Road Safety Committee and other stakeholders.
- Analysis, monitoring and monthly compliance reporting on accidents occurring in our location and measures taken to resolve it.
- Assistance Procurement/Purchase of related device and instruments through GEM (Govt. Asset Purchase Portal). Follow up with all stake holders till bill paid to seller.
- Asset Management & Vender Management.
- Create awareness about Road Safety by organising Road Safety Campaigns, Workshops, Seminars and Trainings etc.
- Assistance in providing important trainings about MIS.

Organization : Reliance Industries Ltd.
Role : Sr. Associate (IT Infrastructure & Rollout Operations)
Duration : Feb 2016 – July 2017.

Key Responsibilities

- Call Management: Handling all service related call management through helpdesk portal.
- Coordination with field engineers, help them in troubleshooting, call assignment, task & other activity assignment like PM, auditing stores & report preparation by team, inspecting everything over the store operation etc.
- Coordination with central team for quick & effective call resolution for the smooth functioning of retail operation.
- Air watch installation, remote support for RPOS & JIOPUS various application used by Retail Stores.
- Vendor Management: Coordination with vendor Team (TCS, AGS, HP, EMERSON, APC, EPSON & CANON) for the resolution of fault or faulty IT equipment to achieve 100% uptime of IT devices. Follow up with Vendor till resolution.
- Asset Management: Asset tracking & Material management, assigning task to MSL for the same. Managing asset in SAP, also handling STO, STN, GRN, ETN, VTN part during asset movement.
- Managing ,auditing all the activity like Preventive Maintenance, Other change management activity, monitoring the progress, reporting to higher authority for the same and responsible for the completion of the activity within the schedule time window.
- Coordination, participating, super visioning IT rollout activity for new stores of different format.
- Remote support for troubleshooting of IT equipment includes POS system, server, desktop, laptop, and printer, Network devices like router, switch & access point.

Organization : Reliance Jio Infocomm Ltd. (Under Kutumbh Care Pvt. Ltd.)
Role : IP Network Engineer (Network Planning and Engineering)
Duration : April 2015 – Jan 2016.

Key Responsibilities

Act as an IP Network Planning Engineer for IP/MPLS network implementation and up-gradation. IP/MPLS network planning, design and implementation of Reliance 4G (Long term evaluation) network rollout of Odisha circle. Planning of various aggregation points like cell site routers, pre aggregation, aggregation, super aggregation nodes in MPLS network of Reliance 4G networks. Installation, Configuration, Commissioning of CISCO ASR901, 903, 920 Routers, L3 Switches, ADVA device for clocking in the LTE network. Coordinating with different vendors like CISCO & Samsung in the planning & implementation stage. Creation of Network Design documents (NDD) and Network Implementation plan (NIP) for the CSR and various routers in the IP/MPLS Network.

Organization : TATA CMC Ltd. (Client: Reliance Jio Infocom Ltd. - R4G Project)
Role : IT Engineer
Duration : May 2013-April 2015.

Key Responsibilities

Handling asset management, system allocation, MIS report handling, call portal handling. Troubleshooting of all IT equipment includes, desktop, laptop, thin client Device, Citrix Receiver Installation. Printer & network devices like WIFI AP, switch, and router. Remote support to user issues Placed in remote office. Video conference setup, Network printer with print server installation. Also doing System format, ghosting, and backup recovery on required.

Organization : Sandy Resort Pvt. Ltd. Bhubaneswar
Role : Asst. Manager Systems (Team Lead)
Duration : Apr 2012-Nov 2012.

Key Responsibilities

Responsible for handling entire network setup and also handle the IT team for day to day work, preparing MIS report. Main role is to maintain computer hardware and software inventory, purchasing software license and maintaining record on license compliance throughout the organization. LAN/WAN Installations, security management, router/firewall (Sonic Wall) Configuration, technical Support, training & development, team management, handling active directory database, taking server data backup, outlook configuration. Solve end user problems related to desktop applications, virus problem solution (Quick Heal) supported & handling setup for video conference. Printer sharing, Printer troubleshooting, handling CCTV DVR systems and troubleshoot Wi-Fi related issues.

Organization : Mayfair Hotels & Resorts Ltd. Bhubaneswar
Role : Executive Systems
Duration : May 2010-Apr 2012.

Key Responsibilities

Responsible to provide server/network support with around 200 clients. Solving end user problems related to desktop applications, virus problem solution supported, Printer Problems, handling CCTV Camera systems and troubleshoot Wi-Fi related issues. User creation & providing access to the user, taking server data backup & handling setup for video conference. OS & software installation, add to domain network, mail configuration, printer sharing. Provide network & system support to other branch offices remotely. Managing router, switch and firewall (D-Link).

Organization : Sysnet Global Technologies (P) Ltd, Bhubaneswar
Role : Sr. System Administrator
Duration : Feb 2008-April 2010.

Key Responsibilities

Worked in COA (Control Chart Application) project of CRIS (Center for Railway Information System), of Govt. of INDIA as a Sr. System Administrator. Where, we were maintaining the server (two databases and two applications HP PROLIANT server)/Network Administration, technical troubleshooting, LAN / WAN Installations, security management , Cisco Router / firewall Configuration, technical Support, training & development, team management, cross-functional coordination, taking daily backup, updating antivirus, troubleshooting user problems, handling software application based on oracle database. Manage shift rotation (24/7)/staffing/ on call scheduling etc.

Organization : HCL Infosystem Ltd, Bhubaneswar
Role : System Support Engineer.
Duration : Aug 2007-Feb 2008.

Key Responsibilities

Worked in IDSP (Integrated Diseases Surveillance Project) as a System Support Engineer cum Data Manager of NIC (National Informatics Center), of Govt. of INDIA I had been given the responsibility of managing Office LAN consisting of servers, client workstations, laptops, printers and multimedia equipment with remote location office for Planning and Implementation Projects. Handle complete installation and setup for the IT equipment at new offices. It is an on-going systematic collection, analysis and interpretation of health data Essential to planning, implementation, of public health practice closely integrated with timely dissemination of these data to those who need to know. The final

link in the surveillance chain is the application of these data to prevent and control. In this project the data manager is the only person, has to look after the total District DSU (District Surveillance Unit).

ACADEMIC CREDENTIALS

- B.E. in Electronics & Telecommunication, from College of Engineering Bhubaneswar under Utkal University (Affiliated to BPUT, Odisha) in 2006 with 68%.
- 12th Under CHSE, Odisha in 2002.
- 10th under BSE, Odisha in 2000.

PROFESSIONAL CREDENTIAL

- Cisco Certified Network Associate 640-802. (CCNA # CSC012315372)
- Microsoft Certified IT Professional (MCITP) Server Administrator in Windows Server 2008. (MC ID: 6094471)
- Microsoft Certified Systems Engineer (MCSE) in Windows server 2003. (MC ID: 6094471)
- HCL Certified Network Engineer (HCNE) from HCL-CDC Bhubaneswar, a division of HCL INFOSYSTEMS Pvt. Ltd. New Delhi.
- Computer Hardware & Network Management from Central Tool Room & Training Centre (CTTC), Bhubaneswar.

PERSONAL DETAILS

- DOB : 01-07-1985
- Gender : Male
- Marital Status : Married
- Nationality : Indian
- Religion : Hindu
- Passport Status : Active (Valid up to 08/11/2025)
- Languages Known : English, Hindi & Odia
- Hobbies : Listening Music, Traveling
- Home Town : Bhubaneswar, Odisha

DECLARATION

I affirm declare that the statement and information furnishing here are true and correct to best of my knowledge.

Current Location: Jamsedpur

Debasis Sahoo
(Signature)