

Curriculum Vitaé



Name : Anurag Pattnaik
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Address :

Present Address	Plot No-2950, Nageswar Tangi, Jayadev Nagar,Bhubaneswar,Odisha,PIN-751002
Permanent Address	Village Balisahi, Post- Kundhei Hat, PS- Kakatapur , District-Puri

Career Objective:

To establish myself as a skilled individual, meet the organization's objectives and work with strong dedication and effort for the overall development, excellence and growth of the organization.

WORK EXPERIENCE:

COMPANY: WIPRO TECHNOLOGIES, BANGALORE

DURATION: SEPTEMBER 2015-DECEMBER 2016

DESIGNATION : PROJECT ENGINEER

EXPERIENCE: 1 YEARS 3 MONTHS

PROJECT : HONEYWELL

TECHNOLOGY: MICROSOFT EXCHANGE AND LYNC

SOFTWARE TOOL : BMC REMEDY TOOL

JOB RESPONSIBILITIES: TECHNICAL SUPPORT-SERVICE DESK

- Categorize and prioritize the incident and workorder tickets as request or restoration assign them to respective engineers in shift within the tagged SLA.
- Solve tickets on Microsoft Exchange and Lync such as Creation of new mailbox, Adding/removing users from group, Configure outlook, Change the ownership of mailbox, Rename mailbox, Adding/removing accounts from mailbox, Enable/disable permissions for users, Lync account creation, Configure settings for Skype, Creation of new conference id,etc
- Troubleshoot and diagnosis technical and network related issues of customers.
- Respond to the queries of clients through telephone call and email and solve their issues within the stipulated period of time
- Solve alerts basically related to Heartbeat failure and SCOM technologies within the deadlines.
- Prepare, update and maintain exchange and monitoring reports periodically.

TRAININGS UNDERTAKEN:

- Networking
- CCNA-Routing and Switching(using GNS-3 & Packet Tracer Software)
- Unix/Linux
- Virtualization and Active Directory(using Vmware Workstation)
- Perl
- VOIP

SKILL SET:

<u>PROGRAMMING LANGUAGES</u>	C	C++	JAVA		
<u>DATABASE</u>	ORACLE	MYSQL			
<u>WEB TECHNOLOGY</u>	HTML/CSS	JAVASCRIPT	PHP		
<u>OPERATING SYSTEM</u>	WINDOWS	UNIX/ LINUX	ANDROID		
<u>SOFTWARE TOOLS</u>	NETBEANS IDE	DREAMWEAVER & MICROSOFT VISUAL STUDIO	ECLIPSE	MS OFFICE & OUTLOOK EXCHANGE	GNS3 & PACKET TRACER

ACADEMIC QUALIFICATIONS:

Degree/ Certificate	Qualifi- cation	Discipline	Institute	Board/ University	Year of Passing	Aggregate % / CGPA
Post Graduation	MCA	Computer Science	Dept of Integrated MCA	Utkal University	2015	87%
Graduation	BCA	Computer Science	Dept of Integrated MCA	Utkal University	2013	79%
12 th	AISSCE	Physics,Chemistry,Maths, English,Computer Science	Mothers Public School, Bhubaneswar	CBSE	2010	72%
10 th	AISSE	Maths,English,Science, Social Studies, Odia	DAV Public School,Cspur, Bhubaneswar	CBSE	2008	80%

Certification Courses Undertaken:

Name of the course	Institute
Oracle 10g	Lakshya
Sun Java	Aptech
PHP	Lakshya

Subjects of Specialization:

- Web Technology
- RDBMS
- Networking

Hobbies:

- Listening songs
- Playing games such as chess, carom , badminton and PC games
- Browsing Internet
- Photography

Personal Details:

Date of Birth : 13.06.1992
Gender : Male
Blood Group : O+ve
Nationality : Indian
Languages Known : English, Odia, Hindi
Passport No : Z3321381

