PINAKI DAS

Information

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PROFESSIONAL SUMMARY

A multi-talented, solution-oriented, and highly analytical IT professional with a wide range of skills in systems installation, configuration, upgrading, and maintenance. Skillful administration and troubleshooting expertise for a range of Microsoft OS and Windows Server products.

SKILLS

- Windows Server Remote Desktop
- VM-Ware Workstation
- Office365
- SCCM Client
- ServiceNow
- LINUX
- Windows 7/10
- Trend Micro & K7 AV
- Active Directory
- Basic Networking

CERTIFICATIONS

- MCP - Microsoft Certified Professional
- MCSA - Microsoft Certified System Administrator
- Oracle DBMS course from SQL Star

EXPERIENCE

03/2019 – 06/2020

Kolkata

CREATION
End User Lead

Project - Apollo Gleneagles Hospitals Ltd.

- Windows Server installation & configuration.
- Customization of RDP port on Server.
- Office 365 package, SCCM client, K7-AV installation & configuration.

- Providing remote support through SCCM Remote Console.
- Administration of K7-AV Console & patch upgradation on client systems.
- Windows patch update through SCCM Console.
- Incident & Change Management using ServiceNow ticketing tool.
- Responsibility on the End-user IT technical support.
- Actively manage missing results with sites and internal teams in a timely manner.
- Manage escalations from Executives, providing full and regular updates while the issue in being investigated, and detailed explanations once the incident is resolved.
- Prioritize workload based on urgency and impact to customers and the business.
- Work closely with the training team and serve as SMEs to provide input and review training courses and participate in refresher training sessions.

07/2011 – 03/2019
Kolkata

TECHNOSOFT SERVICES LTD.

Sr. Support Engineer

Project - TATA STEEL LTD.

- Lotus Notes 8 Client end installation,configuration & troubleshooting.
- SAP 7 Client end installation, configuration & troubleshooting.
- Outlook mail application installation, configuration & troubleshooting.
- Trend Micro Office scan-AV endpoint Console monitoring & Threat report generation.
- Maintaining & managing Windows software,hardware,networking.
- Windows Server installation & configuration with RAID-1.
- Domain joining, AD ID password reset.

05/2010 – 07/2011

Kolkata

INTARVO TECHNOLOGIES LTD.
Support Executive

Project - TMILL

- Installation & configuration Microsoft® Products.
- Maintaining Windows Server Administration.
- Desktop, Laptop Hardware maintenance.
- Symantec-AV Console monitoring.

08/2006 – 05/2010

Kolkata

RT OUTSOURCING SERVICES LTD.
Technical Support Engineer

Project - TELCON

- Installation & configuration Microsoft® Products.
- Outlook Configuration.
- AV Installation, configuration & updation.
- Hardware support on Laptops, Desktops.
- OS (Win XP/ Vista) installation & configuration.
- Installation & Configuration different MF-Printers.

10/2005 – 08/2006

Kolkata

ACCEL-ICIM FRONTLINE LTD.
Associate Engineer

Project - USHA Comm.

- Installation & configuration Microsoft® Products (Windows XP, MS-Office).
- Installation of utility applications, like - Adobe, Flash Player, Firefox browser, MacFee Antivirus client.

🎓 EDUCATION

2012 – 2014	**SIKKIM MANIPAL UNIVERSITY**
	MBA (IT)

2002 – 2005	**VISVA-BHARATI UNIVERSITY**
	B.Sc (IT)

PROFESSIONAL TRAINING

- <u>Year</u> -- <u>Conduct by</u> ---<u>Training Topic</u>
- 2020 -- AEM--------------RH-124, RHCSA Training on RHEL 8.0.
- 2019 -- HP----------------ServiceNow Training.
- 2014 -- HP----------------HPSM Training.
- 2013 -- HP----------------Trend-Micro OSCE Advance Training.
- 2009 -- HP----------------Windows Vista security & profile Mgmt.
- 2008 -- HP----------------Windows Security, Firewall, User Account Mgmt.
- 2007 -- HP----------------AD Joining, Asset Mgmt, End-user Mgmt.

PERSONAL VITAE

- **Date of Birth :** ....04th July 1981
- **Languages Known:** English, Hindi, Bengali
- **Passport Status:** .....Available

DECLARATION

REFERENCES & DOCUMENTS AVAILABLE ON REQUEST