Aloke Nath Bhattacharya
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Objective:

Seeking the Position of Zonal IT Manager

SUMMARY:

Established track record with 20+ years of experience in helping organizations to efficiently use their networks; ensuring that the design of an organization's computer site allows all of the components, including computers, the network, and software, to fit together and work properly. Also monitor and adjust the performance of existing networks and continually survey the current computer site to determine future network needs; as well as troubleshoot problems reported by users and by automated network monitoring systems and make recommendations for enhancements in the implementation of future servers and networks.

- ➢ Sound familiarity with Windows10 and earlier versions at the user level, including user and application installation.
  Windows Server System Administration.
- ➢ Familiarity with Microsoft Office, printing, and Windows networking.
- ➢ Familiarity with Intel-compatible hardware.
- ➢ Advanced ability (building and configuring machines, hardware troubleshooting).
- ➢ Strong communication and people skills, both written and verbal.
- ➢ A proven record of reliability, the ability to perform under time constraints, and good judgment under pressure.
- ➢ The ability to install computer and electronic equipment in a safe and careful manner.
- ➢ Expert in Windows server12/8/2003/2000, NT4.0, Microsoft Active Directory, DNS, DHCP
- ➢ Fantastic ability to learn new material quickly.
- ➢ A solid understanding of networking fundamentals and security.
- ➢ Ability to maintain a reliable and methodical approach to support and documentation.
- ➢ Uncommon ability to work independently and as part of a team.

Professional Experience

Current

A leading Finance Company with All India Presence – Presently Working as a Zonal IT Manager. Current Managing IT operations of entire North Zone.

➢ **Managing Branch IT Operations and Escalation**

  Monitoring EUC Support
  Monitoring EUC Support Escalation
  Managing Deployment, Upgrades,& installation in Branches
  Asset allocation on T day Provisioning basis
  Monitoring Branch networks
  Proper Guidence to IT Technician

➢ **Asset Management**

  Managing End Point assets as per Asset policy
  Procurement of spares and accessories for end points
  Regular update of IT asset allocation in the system

➢ **Managing Branch IT Setup**

  Branch IT setup in new/upcoming branches

  Overseeing IT setup in branches

  Regular Monitoring of Existing IT setup in branches

  Corrective action against every unmanaged setup

  Working with Admin team for extension of existing IT Setup

Earlier Experiences

A leading Financial Services company with all India presence - Present
Systems Administrator

➢ Analyze, log, track and complex software and hardware matters of significance pertaining to networking connectivity issues, printer, server, and application to meet business needs.

➢ Coordinate hardware and software installations and upgrades to ensure work is performed in accordance with company policy. Recommends resolutions to complex matters of significance and coordinate the implementation of the approved course of action.

➢ Coordinate and monitor troubleshooting to isolate and diagnose common system problems: document system events to ensure continuous functioning. Recommend course of action and implement as approved.

➢ Coordinate testing, upgrade and configuration of system files and services. Ensure changes are in accordance with appropriate operating procedures. Utilize standard corporate tools to record changes, service requests, and problem activities for tracking purposes.

A leading Financial Services company with all India presence - Junior System Administrator

➢ Assisted in the operation of company's computing environment.
➢ Assisted in hardware installation and maintenance of workstations, servers, networking equipment, and other supporting hardware.
➢ Performed user account creation, deletion, and configuration.
➢ Supported cross-platform software on different client platforms, including some Windows and linux support under the direction of other systems administration staff.
➢ Supervised backup and disaster recovery operations.
➢ Performed occasional off-hours and remote support.

Education And Professional Training

CCNA
PG Diploma from NIIT
BSC from Calcutta University, West Bengal

Aloke Nath Bhattacharya

Place: Lucknow   _____
Date : 16 November, 2022   (Signature)