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**65F, Bosepukur Road, Kasba
Kolkata, Pin - 700042,
West Bengal, India**

Debarati Kar

CAREER ASPIRATION

Looking forward to embarking on a highly rewarding career path where a conglomeration of my technical skills and techno-managerial knowledge can be used for both organizational and personal growth.

PROFESSIONAL EXPERIENCE

CMS IT Services Pvt. Ltd.

Site Service Desk Engineer NICL Project

7/2021 – Present
Kolkata, India

- Maintained positive working relationship with fellow staff and management.
- Contacted vendors to procure equipment and tools to meet organizational demands.
- Conferred with staff, users, and management to establish requirements for new systems or modifications.
- Troubleshoot hardware issues and provide facilitate repairs for end users.

Consultant, Site Help Desk CMRI Hospital Project

10/2020 – 6/2021
Kolkata, India

- Served as first point of contact for incoming technical service calls and emails.
- Maintained composure and patience in face of difficult customer situations, applying de-escalation techniques and positive customer support.
- Installed and performed minor repairs to hardware, software, or peripheral equipment.
- Delivered remote assistance for technical issues using screen sharing, mouse and keyboard control and other tools.

Trainee Engineer (Technical Service Desk) Back Office

9/2019 – 9/2020
Guwahati, India

- Performed variety of duties pertaining to in-house support.
- Maintained records of data communication transactions, problems and remedial actions or installation activities.
- Answered user inquiries to resolve computer software or hardware operation problems.
- Maintained equipment performance by cleaning and lubricating components.

SCHOLASTICS

- **B.E. (Computer Science & Engineering)** under the aegis of **Gauhati University** in **2017** with **60.91% Marks**
- **12th (AISSCE)** from **Kendriya Vidyalaya Khanapara, Guwahati** under the aegis of **CBSE** in **2012** with **53% Marks**
- **10th (AISSE)** from **Kendriya Vidyalaya Khanapara, Guwahati** under the aegis of **CBSE** in **2010** with **62.7% Marks**

AREAS OF INTERESTS AND ACHIEVEMENTS

- ❖ Participated in the training on SCADA System
- ❖ Taken part in the training on Linux Operating System
- ❖ Attended workshop in Big Data and Hadoop
- ❖ Attended workshop on Entrepreneurship

PROFESSIONAL SKILL SETS

- ↳ Prior knowledge in Hardware & Networking
- ↳ Proficient in handling tools like **Manage Engine, CRM, Feildez** for daily routine work
- ↳ Accustomed with ITIL (*Information Technology Infrastructure Library*) and working knowledge on L1 support
- ↳ Certified on CCNA (*Cisco Certified Network Administrator*)
- ↳ Proficient in Customer Handling and Service Desk support

PERSONAL DOSSIER

Personal Information	
Date of Birth	17 th November 1994
Marital Status	Married
Nationality	Indian
Gender	Female
Languages Known	English (R/W/S), Hindi (R/W/S), Assamese (R/W/S) Bengali (R/W/S)

DECLARATION:

I hereby declare that the particulars given herein are true to the best of my knowledge and belief. If any of this information is found to be false or incomplete, I will be responsible for it.

Place: Kolkata

Debarati Kar