# Samik Biswas

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| **ACADEMIC QUALIFICATION** | | | | |
| **Year** | **Institute/School** | | **Course/Board** | **Percentage/CGPA** |
| 2015 | **Yeshwantrao Chavan College Engineering, Nagpur, Maharashtra, India** | | B. Tech – Electronics and Telecommunications Engineering | 7.3 |
| 2010 | **Army Public School, Jodhpur, Rajasthan, India** | | Class XII - CBSE | 72.4 |
| 2008 | **Army Public School, Jodhpur, Rajasthan, India** | | Class X - CBSE | 78.6 |
| **WORK EXPERIENCE** | | | | |
| **Company - Tata Consultancy Services (TCS)**  **Designation - Production Support Analyst**  20 months  October 2015 – July 2018 | | * **Barclays Investment Banking, Barclays Cards Reconciliation and Retail Banking** * **Cash and Post Trade Reconciliation** * **Primary Application – IntelliMatch v8.2, v9.1 and v9.2 (a software designed by FIS Global Solutions)** * Extracting information from the backend, debugging scripts in the production environment using **SQL Server 2008/2012** * **Acquired** valuable experience in **ITIL (**Information Technology Infrastructure Library) **skills** as a part of my work in Incident Management, Change Management and Problem Management * SWIFT message extraction and processing. * **Error and Failure Investigation Process Automation –** Detecting missing files using **Java**, detecting errors in file data and generating graphs and plots for error trend analysis **using Python, NumPy, Pandas and Matplotlib** * **Team SPOC** for **Client Process Management** discussions | | |
| **Company - Fidelity National Information Services Inc. (FIS Global Solutions)**  **Designation – Senior Engineer, Product Support**  July 2018 – Till Date | | * **Team SPOC** for **Client Process Management** discussions * **Post Trade and Cash Reconciliation for approximately 60 major banks.** * **IntelliMatch, Payment Investigator and IntelliSuite Product support** * **Incident Queue Manager** for a team of 12 people. * **Managing Process Improvement** fortnightly callswith the company’s major clients like ING, Banco Santander, SparInvest etc. | | |
| **UNDER-GRADUATION SUMMER TRAINING** | |  | | |
| **All India Radio, Nagpur**  May 2014 | | * Studied the different modulation techniques used in Radio broadcasting * Studied and practical hands on with the Different setup components * Studied the different noises and how noise cancellation works | | |
| **PROJECTS & PAPERS** | | | | |
| **Graduate Project**  Jun 2014-May 2015 | | * **Led a team of 10 people** (4 from Electronics and Telecomm Department, 2 from Mechanical Department and 4 from Computer Science Department) to design and implement a ‘**Autonomous Vehicle based on GPS with a Mechanical arm**’. * **Programmed the movement** of the arm **using Atmel 8051 micro-controller**. * **Prepared a thesis paper on the project (where I contributed about the technical details of the arm movement), won the best thesis of the year.** | | |
| **POSITIONS OF RESPONSIBILITIES** | | | | |
| **Class Representative**  During Under-Graduation, for 6 semesters  May 2012 - May 2015 | | * Acting as **Point of Contact** between class students and Teachers/HOD. * Ensuring distribution of lecture notes amongst all students | | |
| **Vice President Membership**  Executive Committee, Toastmasters International  Jul 2017-Dec 2017 | | * **Managing the member induction process** of the new members * **Addressing concerns** of any existing and prospective members * **Ensuring every member meets the club expectations** with respect to progress in communication and the leadership track | | |
| **SPOC in Business Review Calls**  Apr 2017 – Jul 2018 (TCS)  Jul 2018 – Till Date (FIS) | | * **Attending Business Review Calls** and address the different feedbacks from clients * **Suggesting Process Improvements and discussing the feasibility and impact of the same** | | |
| **Incident Queue Manager**  IntelliMatch Client Services, FIS Global Solutions  Nov 2018 – Till Date | | * **Working in tandem with Product Manager and Service Delivery Managers** to manage escalations * **Ensure priority incidents** are worked on by the incident owner * **Mitigate SLA violations** | | |
| **Other Notable Events** | | * Organized a 2-day **C++ code-war** – 6th Semester of Under-Graduation * Organized a 2-day **Web development workshop** – 7th Semester of Under-Graduation * Anchored Quarterly Townhall meetings during my stint in TCS | | |
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| **TECHNICAL SKILLS ACQUIRED** | | | | |
| * **Oracle SQL and C++ Programming –** From **SEED Infotech**, **A National Skill Development Corporation** training partner * **Java and UNIX –** From **TCS’s Initial Learning Program** * **Python, NumPy, Pandas and Matplotlib –** From **Udemy.com** | | | | |
| **AWARDS AND ACHIEVEMENTS** | | | | |
| * **3 ‘On the Spot’ Awards –** A **TCS internal award** for outstanding contributions improving project stability. * **Membership Award –** For inducting more than 15 members in the Toastmasters Club and ensuring member retention and growth * **Employee of the Month Award –** A **TCS internal award** for contributions and dedication going beyond the call of duty * **Certificate of Appreciation –** **From Toastmasters International** in recognition of outstanding support of the forum’s communication and leadership programs. | | | | |
| **ACTIVITIES AND INTEREST** | | | | |

* Reading detective novels
* Cooking multiple cuisines
* Playing table tennis and working out at the Gym are my other interests