

SANKHADIP SEN

Kolkata, WB, 712245, India.

Phone Number: +91-7044067730 / +1 (647)957-9510

Email: sankhadip.sen@gmail.com

Professional Summary

- Organized Server Administrator bringing strengths in handling work independently and solving routine problems without oversight. Offers expertise in Data Center Operations and Recruitment and ability to quickly learn new processes.
- Currently working as Assistant Manager Training Quality, and looking to expanding horizons for greater learning and implementation opportunities.

Skills

- Mentoring and Training.
- Recruiting and Hiring.
- Monitoring Performance.
- Install Server Hardware.
- Configure Servers.
- Troubleshooting Malfunctions
- Security Patching of Servers.
- Building Test Scenarios from SRS.
- Converting them to Test Cases and then to Test Data.
- Complying with Performance Metrics.
- Excellent Communication.
- Incident Management, Service Management, Asset Management, Back-up Management, Change Management.

Work Experience

- **Assistance Manager Training and Quality | IBM Daksh, now Concentrix Daksh Services India Pvt Ltd | Feb 2017 – Current.**
 - Recruitment, Training and support capacity planning.
 - Incorporating IT Enablement and Proactively Automate Training functionalities.
 - Database Management of entire Process Reporting.
 - KPI analysis, improvement and ensuring target achievement as per SLA of Severity.
 - Enforcement of EWS and partnering with HR to close people issues within the IT and OPs Support team.
- **Lead IT Operations | IBM Daksh, now Concentrix Daksh Services India Pvt Ltd | Feb 2012 - Feb 2017.**
 - Assembling, Racking and EOS/DOS completion of Windows servers.
 - Implementation, Updating and Maintenance of Group Policy.
 - Regular maintenance and patching of Servers.
 - Maintaining Back-up and Restoration via Tivoli.
 - AD support, User Account maintenance.
 - Managing Annual Power-Shutdowns Events.
 - Change Management, Ramp-up and Sunset, Service Management, Incident Management.
 - Conducting Interviews and Selecting new Desktop Support and Contractual System Admins.
 - Administration of BigFix Server, BigFix Relay Server and BigFix Client.
 - Lead a team of 9 contractual resources to ensure Business As Usual at Concentrix Vizag and Kolkata BU
- **CSA and Senior CSA | IBM Daksh, now Concentrix Daksh Services India Pvt Ltd | Dec 2008 - Jan 2012.**
 - Took Customer Service and Supervisor Calls for a Canadian Retail Giant.
 - Met New Hires, trained them about the process and client metrics.
 - Taught them the multiple Tools, and to take online orders for Gift Registries.
 - Audited their calls and E-Mails and provided feedback and coaching as necessary.
- **Software Tester | Syntel International | Aug 2006 - Oct 2007**
 - Creating Test Scenarios from SRS, converting them to Test Cases and then to Executable Test Data.
 - Carried out high-quality L3 and L5 pre-production Testing with little supervision reported Bugs and Tracked them via Mercury QTP and QC.
 - Prepared reports highlighting important information such as Daily Dashboards of Bugs reported Versus Fixed and the TAT for builds.

Education

- **Bachelor Of Computer Application (Graduation WES Verified ECA) | August 2006**
 - Techno India, Kolkata, WB:
 - GPA: 8.06
- **ISC (Class 12 / High School)**
 - Mathematics, Physics, Chemistry, Biology, English, Physical Education
 - Scored 61.33%

Certifications

Certified Six Sigma Yellow Belt. (Project ID: YB20110107)