SIBENDU MANDAL

B.Tech Engineer

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OBJECTIVE

To pursue a career in an esteemed organization holding a responsible position,which would enhance my skills in competitive environment and carve a winning edge for the organization.I always believe that perfect practice and hardwork makes a perfect man.

EXPERIENCE

System Support Engineer

JAVI SYTEM INDIA PVT. LTD (UBI Bank Project of HP)

📅 March 2014 – June 2014   📍 Kolkata,West Bengal,India

- It was a 3-months contractual project of HP company. I worked as an Integration Engineer. It was basically a field job. In this project,I need to go all United Bank of India (UBI) branches of my Districts, and need to install HP client (client software) in all the Bank Systems, and also troubleshoot the installation problem.

System Support Engineer (DL1)

WIPRO INFOTECH under payroll of Renovation Automation Service Pvt. Ltd.

📅 July 2014 – January 2015   📍 Kolkata,West Bengal,India

- It was a 6-months contractual job. In this job, my job role was as a system support engineer level 1. post name DL1 Engineer. It was a Wipro project. I worked for Wipro under the payroll of Renovation Automation Service Pvt. Ltd., and our client was PricewaterhouseCoopers(PWC).

System Support Engineer (DL2)

WIPRO INFOTECH under payroll of Renovation Automation Service Pvt. Ltd. on Company site (IMG Wipro KDC)

📅 Aug 2015 – Nov 2015   📍 West Bengal,India

- After completing 6 months as a system support engineer level 1 (DL1) in PWC project of Wipro Automation Service Pvt. Ltd. put me on another project of Wipro Technology, that was direct technical support of Wipro in Wipro IMG department as system support engineer level 2 (Post name- DL2 Engineer) for my good performance in my previous project PWC.

EDUCATION

B.Tech in Electronics Communication Engineering

Institute of Science & Technology (W.B.U.T Board)

📅 2008 – 2012   📍 Medinipur,West Bengal

- YGPA-7.12

Higher Secondary

Duttapukur Nibadhui Boys' High School (W.B.C.H.S.E Board)

📅 2007   📍 Duttapukur,West Bengal

- 55%

Secondary

Duttapukur Mahesh Boys' High School(W.B.B.S.E Board)

📅 2015   📍 Duttapukur,West Bengal

- 64%

ACADEMIC PROJECT

Voice Recognition System Using MATLAB

- Guide : Mr. Animesh Chowdhury(Head of the department of Electronics Communication Engineering,Institute of Science Technology,West Medinipur).
- Used Technology : MATLAB, Digital Signal Processing.

TRAINING & COURSES

Vocational Training from ALL INDIA RADIO(AIR), Kolkata,Prasar Bharati. Computer Networking (N+) certification course from Indian Institute of Hardware Technology(IIHT),Parkstreet,Kolkata (Regional Office). CCNA certification course from Indian Institute of Hardware Technology(IIHT),Parkstreet,Kolkata(Regional Office).

HOBBY

- Drawing , Teaching , Net surfing, Travelling.

STRENGTH

- Adaptability to different situation
- Responsible and reliable.
- Communication skill.
- Good Decision Making Skill.
- Flexible with excellent co-ordination

TECHNICAL SKILLS

- OS installation, configuration, administration, and integration.(Operating Systems: Windows XP, Windows98,Windows2000, Windows 2000, Windows 2003, Windows Vista, Windows 2007,Windows 2008,Radhat Linux 5, Redhat Linux 6)
- Assembling and reassembling of computer peripherals
- Hardware testing and cabling (cross over, straight through, Roll over) by Tools like Multi meter, cable encripter,cable tester, Card tester, Soldering de-soldering, SATA –PATA convertor.
- Zero level format with D-ban, Data decryption from anti-virus like McAfee.

- Application software: Adobe reader,Adobe Acrobat, Winrar, Nero,Vbox,MS office,ccproxy, Cisco VPN client, Primo pdf, JAVA,SCCM, IBM Lotus Note, MS Outlook and many more..
- Troubleshooting the LAN issue, Wi-Fi issue, VPN issue, Modem issue, Laptop issue, and many Applications like Aura, G time,DMS, E-learning, JAVA base application, web base application, IBM Lotus note, MS outlook, and MS office issue.
- Office Package: Microsoft Word, Microsoft Excel, Microsoft PowerPoint,MS Outlook
- Programming Language: C
- Basic Red Hat Linux Command
- Expert in system installation, configuration, administration, and integration.
- Troubleshooting remotely.
- Analytical and technical expertise.
- Expert in network operations.
- Creative, curious, analytical, and detail-oriented.
- Interactive ability and target centric
- Expert in cartage refilling and troubleshooting of all kinds of printer, Network Printer.
- Analytical and technical expertise's in data recovery.
- Ready to provide onsite supports to customers.
- Install, configure, and maintain network services, equipment and devices.
- Perform troubleshooting for Network Related Issues.
- Documents network problems and resolution for future reference.
- Manage user accounts, permissions, Active Directory (AD), Email, anti-virus, anti-spam.

- Perform troubleshooting analysis of the Modems, switch and Routers.
- Provide Call Support for the Customers to Fix the Issue.
- Manage Wireless Connectivity .(Wi-Fi)
- LTO backup (daily, weekly, monthly Backup L.T.O) movement.
- Laptop and desktop allocation release and replace with process.
- Clear concept about OSI model, IP, Subletting, VLSM, TCP/IP, NAT, RAID, Firewall, switching, routing, internet, intranet, extranet, VLAN, SAN, WAN etc.
- Configure DHCP, DNS, FTP,Web server, proxy server, telnet, work group, net meeting, remote desktop, Active Directory (AD),Virtual Machine, RAID,MS outlook, modem sharing, ICS, data backup and restore.
- Configure LAN, Switch, VLAN, and Cisco Router.

LANGUAGES

- English – Read, Write, Speak.
- Hindi – Speak
- Bengali – Read, Write, Speak.

SOCIAL ACTIVITIES

- Participated in Blood Donation Camp.
- Taking Part in drawing competitions.
- provide free coaching.