Srijita Chakraborty

Bl-System analyst

chakrabortysrijita72@gmail.com

7980958697

Kolkata, India

linkedin.com/in/srijita-chakraborty-615a58174

Result-oriented and motivated Application/Production Support Engineer with 2.7+ years of experience maintaining and troubleshooting applications and supporting various Unix/Windows, client server, mobile and web-based application. Proven experience working with IT support engineers and outside vendors to effectively plan, document and maintain the distributed application and middleware environment's addition and changes.

WORK EXPERIENCE

Programmer Analyst
Cognizant Technology Solutions

09/2021 - Present   *Kolkata, India*

Summary :

- Managed vendor relations encompassing selection, negotiation, and performance assessment, driving cost efficiencies and service enhancements.
- Demonstrated proficiency in IAM principles, executing the implementation and oversight of IAM solutions.
- Skilled in Active Directory administration, adept at user provisioning, access management, and issue resolution, including change management.
- Generated and delivered project updates to executive leadership, emphasizing milestones, risks, and adherence to SLAs.
- Excelled as a Subject Matter Expert in Client data onboarding, leveraging expertise in reference data strategies and domain-specific knowledge for client reviews.
- Developed a plan reducing expenditure by 30%, optimized data collection, and cut turnaround time by 35% with Excel and reporting templates.

EDUCATION

Masters of Business Administration
Institute of Management Technology

2023 - Present

Bachelors of Computer application
Techno India Institute of Technology

2018 - 2021   *GPA - 9.57*

CORE COMPETENCIES

Administration tools : GCP , AZURE , On-prem AD

Database : MY SQL

Web Servers : Apache Tomcat FRAMEWORK

Methodology : Waterfall, Agile (Scrum)

Bug tracking/Documentation : Service Now, Jira/Confluence, Remedy, MS Excel

Programming Languages : Java , C++ , Powershell

Change Management   Risk management

CERTIFICATES

Google cloud associate - cloud engineer

Generative AI

Azure active directory

ITIL V3 and V4

SQL server enablement

LANGUAGES

English
Full Professional Proficiency

Bengali
Full Professional Proficiency

Hindi
Full Professional Proficiency