

# Sourav Nath

Data Centre Operator | Aspiring Full Stack Developer

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## Career Objective

Engineering logic with developer creativity to power real-world solutions. I aim to bring synergy between IT systems and user-centric applications, while continuing to grow technically and innovatively.

## Professional Summary

Over 2.5 years of experience in data center operations, L1 support, and IT infrastructure. Strong academic background in electrical engineering, currently pursuing Full Stack Web Development. Known for reliability, client handling, and a passion to build scalable digital solutions.

## Technical Skills

- Programming & Web: JavaScript, HTML, CSS, C++, SQL
- Full Stack Tools: Node.js, MongoDB, MySQL, Git, VS Code
- Infra & Support: Desktop Support, L1 Technical Support, BitLocker, AD, RDP, Windows/Linux, CCNA
- Ticketing & BI Tools: ServiceNow, IRMS, BMC Remedy, Power BI (Dashboards)
- Soft Skills: Communication, Problem Solving, Teamwork, Quick Learning

## Professional Experience

TPWODL - Data Centre Operator | Feb 2022 - Present

- Manage 24x7 infrastructure uptime and issue resolution.
- Troubleshoot system/network faults, manage escalation matrix.

HCL Technologies - Senior Analyst | Jun 2021 - Jan 2022

- Delivered technical support to US clients for network/desktop issues.
- Closed SLA-bound tickets and resolved critical escalations remotely.

Mistral Solutions - Technical Specialist | Feb 2020 - Apr 2021

- Supported embedded hardware systems and performed functional diagnostics.
- Documented and tested prototype setups in real-time labs.

## Education

B.Tech in Electrical Engineering - Biju Patnaik University of Technology

Intermediate - CHSE, Odisha | Matriculation - BSE, Odisha

## Certifications

- Cisco Certified Network Associate (CCNA)
- Power BI Dashboard Creation
- Full Stack Development - Coding Ninjas (Ongoing)

## Projects

- MERN Food Delivery App: A regional platform for ordering food.
- Portfolio Website: Developed in HTML, CSS, JS to showcase work.
- Startup Exploration: Tech-enabled solutions for sustainable impact.

## Languages

English, Hindi, Odia

## Personal Traits

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Quick Learner | Adaptive | Visionary | Strong Communicator