Tapas Chakraborty

tapasda_chakraborty@hotmail.com | +91-7980787690 | Kolkata, India | LinkedIn: linkedin.com/in/tapas-chakraborty

Professional Summary

Microsoft Certified IT Infrastructure & Cloud Engineer with 10+ years of experience in IT support, Azure/O365 administration, and network security. Skilled in ITIL processes, threat intelligence, and global IT operations. Proven record of improving system reliability, reducing downtime, and delivering enterprise IT solutions.

Core Skills

- Azure Administration | Office 365 | Microsoft Defender
- Active Directory | Windows Server | SCCM | PowerShell
- Cloud & Virtualization | VMware | Hyper-V
- Network | Cisco | Fortinet | VPN
- ITIL | ServiceNow | BMC Remedy | Jira | Zendesk
- RiskIQ | Threat Intelligence | Endpoint Security

Certifications

- Microsoft Certified: Azure Administrator (AZ-104)
- Cisco Certified Network Associate (CCNA)
- ITIL V3 Foundation
- MCITP: Windows Server 2008

Work Experience

Senior Support Engineer (RiskIQ Platform) | Tech Mahindra – Microsoft Project
Jul 2022 – Feb 2025

- Managed RiskIQ threat intelligence operations, handling 1000+ incidents via Zendesk, reducing response time by 25%.
- Configured API integrations & user access policies, strengthening compliance & security posture.
- Delivered digital footprint analysis reports, enhancing attack surface visibility for global clients.
- Administered account lifecycle management, ensuring secure provisioning and deprovisioning of users.

Technology Specialist | Srijan Spectrum Pvt Ltd (Client: Mindtree – L&T Group)

Apr 2020 – Jul 2022

- Provided advanced support for Microsoft Teams, resolving issues in calling, external/guest access, and calendar synchronization.
- Performed root cause analysis with Fiddler and NGC tools, resolving complex network and communication failures.
- Troubleshot Exchange Online, OneDrive, and SharePoint synchronization issues across global regions (NAOM, EMEA, LTAM).
- Automated tasks with PowerShell, improving efficiency in log retrieval and configuration changes.

Senior IT Engineer | Scorg International Consulting Pvt. Ltd. (Client: Cognizant)

Apr 2018 – Mar 2020

- Managed Active Directory Services, provisioning accounts and resolving VPN & authentication issues.
- Deployed enterprise applications and patches using SCCM, improving system compliance.
- Delivered VDI and Citrix support, ensuring secure access to enterprise apps for global teams.
- Configured enterprise security tools (McAfee, Trend Micro, CrowdStrike) to strengthen endpoint protection.

Assistant Manager – IT | Aubonpain Café India Pvt. Ltd. (RP-SG Group)

Mar 2014 – Oct 2015

- Configured and maintained IT infrastructure across multiple locations including POS and ERP systems.
- Deployed UTM Firewalls, routers, and switches, enhancing network security.
- Managed IT procurement and budgeting, streamlining asset lifecycle management.

IT Engineer (EUS) | Microland Pvt. Ltd.

Jun 2007 – Apr 2010

- Delivered IT support for clients including Satyam BPO, Tishman Speyer, and Deutsche Bank.
- Provided server, Citrix, and application support ensuring SLA adherence.
- Received MAX Award for Excellence in Customer Service (2007).

Education

Bachelor of Science (PCM)