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Kolkata

CERTIFICATIONS & EDUCATION

MCITP IN Windows server 2008.

Cisco Certified Network Associate.

ITIL V3 Foundation Certified.

Advance Diploma in Web Centric Curriculum.

Certified Azure AZ104

Bachelor of Science (PCM)

CORE COMPETENCIES

IT Support & Troubleshooting

IT Infrastructure/Data Centre/Network Management

Network & System Analysis & Administration

IPC (Incident, Problem and Change)/ SLA & KPI Management

IT Project / Service Delivery Management

Microsoft Office 365 & Azure AD

Root Cause Analysis/5 Why Analysis

Windows Server & Active Directory

Cloud Computing & Virtualization

Network Security & Firewall Management

IT Asset & Inventory Management

RiskIQ & Threat Intelligence

ITIL & Service Management

SCCM & Software Deployment

VoIP, VPN & Remote Access Management

Technical Documentation & Reporting

Vendor & SLA Management

IT Procurement & Budgeting

TAPAS CHAKRABORTY

Technology driven professional with an unmatched track record in providing assistance in building technology set-ups, identifying technology trends, defining processes, controlling risk, collaborating across departments and optimizing resources in multi-location environment for driving IT strategy, business excellence and enhanced customer experience; targeting to express potential in challenging roles in **IT Operations, System Administration, Service Delivery Management, Client Relationship Management** with an esteemed organization across India and **Gulf Countries**.



PROFILE SUMMARY

- ❖ A seasoned IT Support & Operations Professional with over a decade of experience specializing in **technical support, IT service management, cloud computing, and cybersecurity**. Adept at managing **global IT operations**, delivering **enterprise-wide solutions**, and ensuring seamless **system performance** through **proactive troubleshooting & risk mitigation**. Strong background in **ITIL frameworks, incident & problem management, Microsoft 365, and network security**.
- ❖ Currently operating as **Senior Support Engineer at Tech Mahindra**, managing the **RiskIQ platform** and ensuring optimal user support. Successfully implemented a new ticketing system led to an increase in first-contact resolution rates, significantly enhancing the overall customer experience and operational efficiency.
- ❖ **IT Support & Operations Specialist:** Extensive experience in technical support, troubleshooting, and service delivery for enterprise IT environments.
- ❖ **Cloud & Infrastructure Management:** Proficient in Microsoft 365, Azure Active Directory, Windows Server, virtualization, and SCCM for large-scale deployments.
- ❖ **Risk & Threat Intelligence:** Expertise in RiskIQ, External Attack Surface Management, and Microsoft Defender Threat Intelligence (MDTI) for cybersecurity enhancement.
- ❖ **IT Service Management (ITSM) & ITIL:** Strong understanding of change management, problem management, asset management, release management and IT governance frameworks.
- ❖ **Network Security & Firewall Administration:** Hands-on experience with firewall policies, endpoint security, and access control mechanisms for enterprise data protection.
- ❖ **Enterprise-Wide System Administration:** Skilled in Active Directory, Single Sign-On (SSO), Microsoft Authenticator, and user provisioning for efficient access management.
- ❖ **Project Management & Service Delivery:** Experienced in client relationship management, project lifecycle execution, and IT procurement & budgeting.
- ❖ **Software Deployment & Automation:** Expertise in SCCM, PowerShell scripting, software packaging, and remote troubleshooting to enhance system efficiency.
- ❖ **Incident & Problem Resolution:** Proficient in **SERVICENOW, JIRA, BMC Remedy, and Zendesk** for managing enterprise-wide IT support and ticketing systems.
- ❖ **Global IT Operations Experience:** Worked in multi-national IT ecosystems, collaborating with cross-functional teams and global clients.
- ❖ **Vendor & SLA Management:** Strong experience in managing IT assets, vendor negotiations, and ensuring service-level agreements (SLAs) are met.
- ❖ **Business Continuity & Disaster Recovery:** Expertise in backup strategies, endpoint security, and infrastructure resilience planning.
- ❖ **Cross-Platform Troubleshooting:** Hands-on expertise in Windows and hybrid cloud environments, ensuring system uptime and stability.
- ❖ **Process Optimization & Automation:** Implemented IT process improvements and automation strategies to enhance IT efficiency and reduce downtime.



WORK EXPERIENCE

Senior Support Engineer – RiskIQ Platform Tech Mahindra Allyis (Microsoft Project) | Since Jul’22-Feb2025

Role:

- ❖ Managing **technical support and incident resolution** for the RiskIQ platform, ensuring seamless threat intelligence operations.
- ❖ Creating & resolving **tickets in Zendesk**, efficiently handling user queries and technical escalations.
- ❖ Working with **RiskIQ products**, including RiskIQ Community, Passive Total, External Threats, Security, and Digital Footprint, to enhance cybersecurity measures.
- ❖ Administering **user account lifecycle management**, including activating, deactivating, creating, deleting, and modifying accounts within the RiskIQ platform.
- ❖ Assigning **organization-level permissions & policies**, ensuring compliance & security best practices.
- ❖ Monitoring and managing **RiskIQ Passive Total quota limits**, optimizing resource utilization for threat intelligence operations.
- ❖ Configuring & maintaining **API tokens**, ensuring seamless integration with external security tools and platforms.
- ❖ Generating and analyzing **digital footprint reports**, providing critical insights into external attack surface management.

Technology Specialist | | Srijan Spectrum Pvt Ltd Client Mindtree (A Larsen & Toubro Group Company) | April 2020 – July 2022

Role:

NOTABLE HIGHLIGHTS

Delivered **permanent IT solutions** to end-users at **Satyam BPO, Hyderabad**, ensuring **timely resolution** while adhering to **ITIL processes**.

Successfully **led the migration process** for **Tishman Speyer, Hyderabad**, completing it within **six months**.

Received **appreciation letters** from **Deutsche Bank branch head** for implementing **effective and lasting IT solutions**.

Honored with the **MAX Award (Microland Award for Excellence) in Customer Service** for outstanding performance (**Oct'07 – Dec'07**).

SOFT SKILLS

Analytical & Creative Problem Solving

Visionary and Decision Making

Leadership and Delegation

Good Listener & Communicator

Negotiation & Conflict Management

High Business Ethics & Trustworthy

Team Building & Interpersonal Skills

- ❖ Handled technical support and troubleshooting for **Microsoft Teams**, resolving complex issues related to **Teams calling, external access, guest access, auto-attendant, call queue, voicemail, calendar synchronization, and meetings**.
- ❖ Analyzed **network captures** using **Fiddler** and evaluated **calling scenarios** with **NGC tools** to diagnose and resolve performance issues.
- ❖ Gathered and interpreted **HAR logs**, debug logs, and diagnostic data to identify root causes of communication failures.
- ❖ Troubleshoot **email-related issues**, including **message trace analysis**, ensuring seamless **Exchange Online** integration.
- ❖ Managed **Teams licensing, administration portals, and Exchange Admin Portal**, providing user support and account management across **NAOM, EMEA, and LTAM regions**.
- ❖ Resolved issues related to **file sharing, sign-in failures in VDI environments, and OneDrive/SharePoint Online synchronization**.
- ❖ Utilized **PowerShell scripting** (Get, Set, Grant commands) for log retrieval, configuration changes, and automated troubleshooting.
- ❖ Worked with **Azure Active Directory and Endpoint Manager**, ensuring secure and efficient user authentication and device management.

Senior IT Engineer | Scorg International Consulting Pvt. Ltd. Client Cognizant Technology Solutions, Kolkata | April 2018 – March 2020

Role:

- ❖ Managed **Active Directory Services (ADS)** for user permissions, account creation, and password resets. Worked extensively with **Jira ticketing tools**, resolving **Wi-Fi connectivity, VPN access, and Symantec VIP authentication issues**.
- ❖ Provided **virtual desktop support (VDI)** in a **Citrix environment**, troubleshooting application and connectivity issues. Handled **hardware provisioning and onboarding**, ensuring seamless integration of new workstations and devices.
- ❖ Deployed software packages via **SCCM**, including **Office 365, SQL Server Management Studio, Visual Studio, and enterprise applications**.
- ❖ Assisted in **remote troubleshooting** using tools like **Skype for Business and LogMeIn**, ensuring minimal downtime.
- ❖ Managed **Windows Server 2008 administration**, ensuring high availability and system integrity.
- ❖ Installed and configured **enterprise security solutions**, including **McAfee, Trend Micro, CrowdStrike, and Flexera**.
- ❖ Maintained the **IT Asset Management (ITAM) portal**, overseeing asset activation and deactivation processes. Configured and deployed **Office 365 ProPlus**, handling **patch management, software updates, and client configurations**.
- ❖ Developed expertise in **Group Policy Object (GPO) management** and system automation through **System Center Configuration Manager (SCCM)**.

Assistant Manager – IT | Aubonpain Café India Pvt. Ltd. (RP-SG Group) | March 2014 – October 2015

Role:

- ❖ Configured and maintained **enterprise IT infrastructure**, including **systems, laptops, and desktops**.
- ❖ Installed, configured, and troubleshoot **operating systems, Wi-Fi networks, access control, and biometric devices** across multiple café locations.
- ❖ Deployed and maintained **Annexgate Routers, UTM Firewalls, and network switches**, ensuring robust security and connectivity.
- ❖ Managed **IT procurement, inventory, and asset management**, optimizing IT resource allocation and lifecycle management.
- ❖ Installed and supported **Shawman POS Gold billing software** in Essae POS machines, ensuring seamless retail operations.
- ❖ Worked with **Microsoft Dynamics AX 2012 ERP**, handling **vendor creation, report generation, and Bill of Materials (BOM) management**.
- ❖ Provided support for **.NET, Java, MS SQL Server 2008, Outlook, and Internet Explorer** applications.
- ❖ Ensured **server maintenance** for **MS Windows Server, SQL Server, and Symantec Endpoint Security**, optimizing IT performance.
- ❖ Delivered **remote troubleshooting** support, resolving user issues via **ticketing systems and remote administration tools**.
- ❖ Created & managed **CapEx and OpEx budgets**, streamlining IT procurement & approval processes.
- ❖ Implemented and maintained **interoffice network connectivity**, ensuring seamless communication across locations. Led **escalation management**, addressing high-priority IT issues & coordinating with vendors for resolution.

IT Engineer (EUS) | Microland Pvt. Ltd. | June 2007 – April 2010

Role:

- ❖ **Client: Satyam BPO, Hyderabad:** Installed, configured, and troubleshoot **Windows OS, Outlook, Blackberry devices, and enterprise applications**. Managed **hardware peripherals, VPNs, antivirus updates, and SLA-based incident resolution**.
- ❖ **Client: Tishman Speyer Pvt. Ltd., Hyderabad:** Provided **desktop and server support**, handled **network security, shared folder administration, application deployments (AutoCAD, Prolog Manager), and IT asset management**.
- ❖ **Client: Deutsche Bank AG, Gurgaon:** Managed **Lotus Notes, Citrix Metaframe applications, Symantec Antivirus, and SOE image deployments**. Resolved **IT infrastructure issues**, ensuring **SLA compliance** through **BMC Remedy**.