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**CURRICULAM VITAE**

**SOMNATH DUTTA**

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**Mobile No** – **+91-9570049676 , +91- 8434402774**

**Skype id: - smartsom31**

**OBJECTIVE**

To work with an organization where I can learn more and prove my abilities. My aim is to grow with the organization and contribute fullest on my part in the achievement of Organization goals**.**

**MY STRENGTH**

* Persuasive, encouraging, and diplomatic.
* Understanding of perspectives of people and High convincing abilities.
* Excellent decision-making, problem-solving, good communication skills and Can work effect in the team as well as individual.

**ACADEMIC QUALIFICATION**

* Matriculation in 2005 from I.C.S.E Board with 1ST div (64.3%)
* Intermediate in 2007 from J.A.C Ranchi University with 1ST div (61.0)
* **B.Sc. (IT)** in 2010 from **SIKKIM MANIPAL UNIVERSITY** with **68.4**%

**Key Skills:**

* Installing and Configuring Administration of Windows XP, 2008 R2 Server and Professional.
* Configuring group policy in Windows 2008 R2 and 2012 server.
* Configuring / installation / troubleshoot /backup in Microsoft Exchange Server 2007 and 2010
* Working knowledge of Active Directory, DNS, DHCP , HTTP, FTP and related Windows Server 2008 r2 concepts
* Knowledge of ITIL and ITCM processes like Incident, Request, Query, Problem and Change Management
* Knowledge of Microsoft Tools and MS Access .
* Knowledge of configuring Microsoft Outlook, Microsoft Outlook365, OWA, Webmail and Lotus mail.
* Basic Knowledge of Configuration and Installation of Network Devices (i.e. Router, switch, IP Phone and Network Printer).
* Working Knowledge of Trend Micro Antivirus and CA Tools in Spectrum, eHealth, SIM and CA Service Desk.
* IT asset tracking, Hardware Asset Lifecycle management, AMC Warranty tracking, Data analysis, MIS Reporting, Data Analysis, Proactive measurement and Vendor Management.

**EXPERIENCES:**

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| **Name of assignment or project:** | **eVIN (Electronic Vaccine Intelligence Network)** |
| **Year:** | **From 11th July, 2016 to 31st December, 2016** |
| **Location:** | **Deoghar, Jharkhand** |
| **Client:** | **UNDP** |
| **Employer:** | **Ernest and Young Pvt Ltd** |
| **Position/s held:** | **Supply Chain Officer –IT (Project Consultant)** |

**Role and Responsibilities**:

* Working in the role of Supply Chain Officer IT at assigned division which covers 6 districts, overall responsible for implementation of the project at district level.
* Responsible for the development of detailed work plans and implementation of all activities related to the project which includes capacity building of Staff related to immunization & cold chain.
* Integration of supply chain solution with the temperature monitoring, programmatic monitoring of project activities as well as reporting on project progress as and when required.
* Providing guidance and direction to project team which includes Vaccines Logistics & Cold Chain Manager (VCCM) at the district and Regional level, mentoring and supporting district based personnel for implementation of project.
* Working in coordination with UNDP Project officer & other development partners working on project.
* Assessing the technical capacity of VCCMs and other district staff on eVIN software and Temp Logger time to time for effective implementation.
* Support in district training programmes with delivery on technical contents related to eVIN software & Temp Loggers.
* Identifying the training needs on eVIN software/Temp loggers based on field visits & user feedback and providing hand hold support.
* Monitoring the implementation of the system and providing technical inputs to address gaps and bottlenecks in the implementation of project.
* Regularly check functional status of eVIN software & Temp Loggers for resolution and escalating the issue whenever required.
* Verifying data integrity & accuracy of system developed reports from eVIN software.
* Preparation of periodic project status report and analysing data to make effective strategies for the project.
* Inventory Management & Monitoring of routine immunization sessions with respect to the consumption pattern, procurement and wastage rates, monthly reports of vaccines.
* Responsible for the resolution of eVIN software/Application related issues originating at regional and district level
* Implementation of e-VIN application, Temp Loggers at various nodes of vaccine supply chain and cold chain mechanism at district level.

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| **Name of assignment or project:** | **RAPDRP and JSEB Power Project** |
| **Year:** | **From 2nd July 2015 to 2nd July 2016** |
| **Location:** | **Ranchi Jharkhand** |
| **Client:** | **Jharkhand Bijli Vitran Nigam Limited** |
| **Employer** | **HCL INFO TECH LTD** |
| **Position/s held:** | **System Administrator at Data centre** |

**Role and Responsibilities**:

* Maintenance of Desktops & Printers being installed at the client offices that includes Hardware fault finding & repairing, installation of OS & client software.
* Data centre tasks such as upgrading server or backing up data, server support and ticketing CA service desk tools, monitoring file system , Back up and restore,refreshing PC pack licence, adding and releasing IP Addresses in DHCP server
* Managing IP allocation & ensuring minimal downtime of machines, configuring servers for fault tolerance with user security and managing Disk space to optimize the server utilization.
* Monitoring and Troubleshooting of Large scale of terrestrial Network systems by CA Spectrum to achieve maximum network uptime
* Installation and maintenance of LAN that includes installation of Ethernet Switch, making network configuration at the different hosts (Desktop, Laptop, IP Phone, and Printer) and deploying security patches.
* Taking regular backup of users' data through HP Data protector and transferring files to & from Data Centre through FTP commands.
* Hosting, managing and maintaing an entire JBVNL Data Centre.
* Assists with regular HP tape library backups as needed.
* Deliver Technical Support to Net gear customers over remote troubleshooting and chat support on CA Service Desk tickets. It’s related to any computer/peripherals/networking related issues via phone/mail.
* Perform activities like incident, service request and problem management, patch and release management like DAT version upgrading, track patch or firmware version. Vendor Management, Escalation, MIS reporting and documentation.
* Monitoring Daily Checklist includes Trend Micro Antivirus, Severs and CPU Utilization with CA ehealth tools, VMware Utilization, checking Network issue at CA spectrum tools and resolved server related issues.

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| **Name of assignment or project:** | **Tata Interactive Systems (TIS)** |
| **Year:** | **From 25th July 2013 to 3rd July 2015** |
| **Location:** | **Mosaboni and Ranchi, Jharkhand** |
| **Client:** | **Tata Class Edge** |
| **Employer** | **2COMS PVT LTD** |
| **Position/s held:** | **Shared Edge Coordinator** |

**Role and Responsibilities**:

* Guide the teachers regarding the proper usage of the Tata Class Edge software.
* Monitor the performance of the software and prepare reports regarding the same and sent it to the school principal and company.
* Installation, configuration and troubleshooting of hardware and windows operating systems on the desktop and Laptops.
* Monitoring the implementation of the system and providing technical support to schools Teacher

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| **Name of assignment or project:** | **Tata Steel and Iron Company** |
| **Year:** | **From 17th December 2012 to 5th August 2013** |
| **Location:** | **Tatanagar, Jharkhand** |
| **Client:** | **IBM Pvt Ltd** |
| **Employer** | **Kaizen IT Services Pvt Ltd** |
| **Position/s held:** | **Service Desk Analyst** |

**Role and Responsibilities**:-

* Interacting with Tata steel’s users, providing information in answer to inquires about IT products, IT accounts, and IT services.
* Taking service inquiry calls from end users and troubleshooting day to day IT problems.
* Answering the questions of End users regarding the organization's products or services and its operation.
* Handling and resolving end user complaints, or escalations.
* Investigating and correcting IT errors, with complete diagnosis from 1st Level.
* Communicating solutions, after co-coordinating with various Levels of IT inside the organization.
* Process and create various IT accounts for END user through IT FORMS.
* Maintain and track the IT Lotus mailbox for reported issues and log issues with the desired Service Level Agreement set.
* Follow ITSM Change management process for identifying and logging SERVER, Network and hardware related issues in Maximo.
* Being up to date with updates of the dynamic process.
* Keep track of pending cases and follow the handover process.
* Help in continuous improvement procedure by contributing to the KNOWLEDGE DATABASES on a weekly basis.

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| **Year:** | **From 1st Jan 2010 to 12th Dec, 2012** |
| **Location:** | **Tatanagar, Jharkhand** |
| **Client:** | **Airtel** |
| **Employer** | **Aegis BPO** |
| **Position/s held:** | **Customer Executive** |

* **Roles and Responsibility: -** Taking calls and handling the issues of Airtel Prepaid customers.

**PERSONAL DETAILS**

**Date of Birth : 31th January, 1989**

**Father’s Name : Ajit Kumar Dutta**

**Nationality : Indian**

**Gender : Male**

**Marital Status : Single**

**Permanent Address : At P.W.D Colony Mosaboni No 1, Post Office:-Mosaboni, Disit: - East Singhbhum, Jharkhand -832104**

**Language Known : English, Hindi Oriya and Bengali.**

**Interest : Surfing Net, Making friends, watching Cricket and comedy Show.**

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

**DATE: SOMNATH DUTTA**

**PLACE: - Mosaboni**

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