 

SOUGATA ROYCHOWDHURY

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Highlights

* Deployment of Service Management processes via ServiceNow.
* Inventory/Store Management.
* Vendor Negotiation.
* Operational & Process Improvement.
* IT & Facility Management.
* MIS Reporting.
* Scheduling & arranging various trainings.
* Customer handling with maximum satisfaction.

Accomplishments

* Received award & certificate from customer for outstanding performance.

Summary

* Coordination between clients and the technical team. Identifying their problems and negotiating demands.
* Expertise in Asset Management & acting as SPOC of entire EASTERN Region.
* Responsible for material movement, Invoice processing, Gate pass making.
* Preparation & analysis of various reports like MIS /Status /Inventory /Audit report, site survey report, feasibility report, site commissioning report etc.
* Managing escalations across multiple disparate groups with competing priorities.
* Having experience in handling a team of 4 members. Analyzing the assigned projects and distributed tasks to the members as per their area of expertise and assessing their performances.
* Capable of building strong customer relationship by resolving customer’s questions, issues & complaints.
* Experiences in analyzing, diagnosing problems & troubleshooting, maintenance of Desktops, Laptops hardware/software, peripheral equipment, printers and networks.
* Having experience of working in portal-based ticketing tool, remote tool (Bomgar, Putty, Team Viewer), ITAM.
* Having exposure in configuring Cisco Router, Switch. Having sound knowledge in Windows platform (Windows XP, Windows7, Windows 10) at the user level including user and application installation.

**CURRENT Experience: APRIL 2019 – june 2020**

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| **Employer:** Ark Infotech Spectrum India Pvt. Ltd. (Resource Partner of *Wipro Ltd*.) | **Role:** Senior Associate (IT Service & Compliance Management) |
| **Project Name:** SHELL | |
| **Responsibilities:**   * Promote and support the deployment of Service Management processes. Working on Incident & service request through Service Now & ITAM tool. * Configuration management, Vendor management, Store management, Asset management and Procurement. * Managing account creation, software requests, admin access requests, secondary account request, sever access for across Wipro shell employees. * Coordination with Wipro internal (facilities, security, logistics) teams for compliance & service-related issues. * Coordinating with AT&T/BT for any kind of network failure. Having experience in basic troubleshooting for network stability, any changes & upgradation. * Adhering to company and customer policy and taking action in case of violation. * System audit, IT security audit, access audit on monthly basis. * Arranging IT risk & compliance training, safety training, fire evacuation drill with the help of suitable team & train user effectively. | |

1. **PREVIOUS Experience: July 2016 – APRIL 2019**

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| **Employer:** Ark Infotech Spectrum India Pvt. Ltd. (Resource Partner of *Wipro Ltd*.) | **Role:** Senior Associate (IT Asset Engineer) |
| **Project Name:** Information Management Group (Division of *Wipro Limited*) | |
| **Responsibilities:**   * SPOC for IT Asset Management of entire EASTERN Region. * Store Management, inventory stocking, material movement & receipt tracking and asset procurement * Managing daily task of Coordinating with vendors and sub-contractors and ensure continuity in work. | |

**2. PREVIOUS Experience: May 2012 – July 2016**

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| **Employer:** Wipro Infotech | **Role:** Associate-Network Management  (on Fixed Term Employment) |
| **Project Name:** National Informatics Centre (Govt. of India) | |
| **Responsibilities:** The Project involves Leased Line implementation and maintenance for the Postal Department (Govt. of India).   * Project Management & Administration * Network Management * Vendor Management. * Coordinating with stakeholders, customers & top management to execute organizational needs. | |

**3. PREVIOUS Experience: July 2010 to may 2012**

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| **Employer:** Renovision Automation Services Pvt. Ltd. (Resource Partner of *Wipro Ltd*.) | **Role:** Desktop Support Engineer |
| **Project Name:** Hardware, Network, Anti-virus Support of Wipro Ltd. | |
| **Responsibilities:**   * Troubleshooting and maintenance of I.T equipment – Desktops, Laptops, Printers, Networks. * Escalate any incident reports to management, as well as provided reports and statistics. | |

**4. PREVIOUS Experience: SEPT 2009 to mARCH 2010**

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| **Employer:** TECHNOLOGIES AND TECHNIQUES (An Educational Institute) | **Role:** Desktop Support Engineer |
| **Project Name:** Hardware, Network, Anti-virus Support. | |
| **Responsibilities:**   * Troubleshooting and maintenance of I.T equipments – Desktops, Laptops, Printers. * Installation of software, antivirus, device drivers & hardware components | |

**Educational Qualification:**

**B.Tech** in Electrical Engineering under West Bengal University of Technology (2004 – 2008)

Global Certification

**CCNA (200-120): Routing and Switching.**  **Cisco ID # CSCO12593543**.

**Personal Details:**

**Address** : Vanu Villa, B/8, Ramgarh, Flat No: G1, Ground Floor, Kolkata-700047

**Date of Birth** : 30th October 1985.

**Gender** : Male.

**Marital Status** : Married.

**Passport Details**: T 8458887

**Languages Known:** English, Hindi and Bengali

**Declaration:**

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

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Date: (SOUGATA ROYCHOWDHURY)