Yankee Majumder

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Professional Summary

Seasoned IT Professional with 7 years of experience delivering exceptional technical support across global environments. Proven track record in managing migration projects, collaborating with leadership to establish new initiatives, and ensuring seamless client experiences. Expertise in access management, process optimization, security protocols, and enhancing digital employee experiences. Passionate about leveraging enterprise technologies to solve complex challenges while maintaining the highest security standards.

Technical Skills

- **Technologies**: Azure, Active Directory, GCP Admin Console, Nexthink, Zscaler Service
- **Areas of Expertise**: Cloud Security, Access Management, Process Optimization, Vulnerability Management, IT Management, Digital Transformation

Professional Experience

Technical Team Lead   Cognizant, Kolkata, India   2022–Present

- Oversee daily business-as-usual operations, ensuring high availability and performance of IT systems for global clients.
- Spearhead vulnerability management initiatives, implementing robust security protocols to mitigate risks and ensure compliance.
- Collaborate with leadership teams to design and launch new IT initiatives, driving operational efficiency and client satisfaction.
- Leverage expertise in Azure and Active Directory to enhance access management processes and optimize digital employee experiences.
- Utilize Nexthink and Zscaler Service to monitor and improve system performance and security across enterprise environments.

IT Service Support   Unisys, Kolkata, India   2018–2022

- Led migration of identity self-service password reset (SSPR) from One Identity Password Portal to Microsoft SSPR, improving user experience and security.
- Managed device migration from Workspace One to Microsoft Intune, ensuring seamless transition for enterprise devices with minimal downtime.
- Provided high-level technical support, resolving complex issues and maintaining client satisfaction in global environments.
- Collaborated with cross-functional teams to implement process improvements, enhancing operational efficiency.

Education

BTech in Information Technology   Maulana Abul Kalam Azad University of Technology (MAKAUT), Kolkata, India
2012–2016

- Relevant coursework: Cloud Computing, Network Security, Systems Administration

Certifications

- Nexthink Certification
- Generative AI Certification