

Yankee Majumder

Senior System Engineer

PROFILE SUMMARY

Experienced Senior System Engineer with a track record of architecting and deploying EUC solutions, including VDI and application virtualization. Proficient in troubleshooting complex EUC issues and skilled in technologies such as LDAP, Active Directory, and Microsoft Endpoint Manager. Managed end-user support and identity access management, resulting in a 20% increase in incident resolution efficiency. Adept in IT service delivery and system management, with expertise in Service Now Ticketing and Microsoft Office. Excels in device management and digital workplace solutions, ensuring seamless operations. Proven ability to adhere to SLAs and TAT, enhancing overall service quality by 30%.

PERSONAL INFORMATION

-  **Email**
majumderyankee8@gmail.com
-  **Mobile**
(+91) 9986418638
-  **Total work experience**
6 Years 2 Months
-  **Social Link**
<https://www.linkedin.com/in/yankee-majumder-6870ba134/>

KEY SKILLS

Application Support

Nexthink

Administration

service now

Incident Management

IT Service Delivery

Digital workplace solution

Intune

Active Directory

Servicenow

Microsoft Azure

Identity Access Management

End User Support

Device Management

EDUCATION

- 2012 CS
BIET
- 2016 B.Tech/B.E.
West Bengal University of Technology (WBUT)
- 2012 XIIth
Bengali / Bangla
- 2010 Xth
Bengali / Bangla

WORK EXPERIENCE

OTHER PERSONAL DETAILS

City Kolkata

Country INDIA

LANGUAGES

- English
- Bengali
- Hindi

Apr 2022 -
Present

Senior System Engineer

Cognizant

- Designed and implemented an EUC solution, resulting in a 20% increase in end-user productivity and a 15% reduction in support tickets.
- Streamlined the deployment process for virtual desktop infrastructure (VDI), leading to a 25% decrease in implementation time and a 30% reduction in associated costs.
- Collaborated with cross-functional teams to optimize application virtualization, resulting in a 25% improvement in application accessibility and a 20% decrease in compatibility issues.

May 2018 - Apr
2022

It Service Desk Analyst

Unisys

Service Support Analyst, Device Management, Access management, System support?

Jan 2017 - May
2018

Process Executive

Accenture

Joined as a Part-time Executive role: Worked on Citrix server for End to End data processing and tracking shipment for TNT- project, maintain the system tools and serve SLA And TAT within the time. Working on TNT-AWB projects and using ODE, Kofax for processing data.

COURSES & CERTIFICATIONS

- Project Management Professional (PMP) Course
- IBM core java
- NextThink IT
- CompTIA A+ 220-1002: Comparing Common Operating Systems
- Cloud Computing Fundamentals: Considerations
- ITIL Foundation