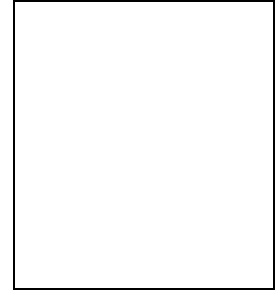


# **RESUME**



**Name: - SOURAV BISWAS**  
**C/O: - SAMBHU NATH BISWAS**  
**Contact No.: - 8240649601, 8981119755**  
**Email: - souravbiswas6464@gmail.com**  
**Address: - S-276, Baishnabghata Patuli Township**

## **Career Objective**

To work in a challenging environment that provides generous opportunities for learning in the field of IT.

## **ACADEMIC QUALIFICATION**

<b>Year</b>	<b>Examination</b>	<b>Institute/ College/ School</b>	<b>Board/University</b>	<b>CGPA/ Percentage</b>
<b>2007</b>	<b>Madhyamik</b>	<b>Jadavpur Baghajatin High school</b>	<b>W.B.B.S.E</b>	<b>58.75</b>
<b>2009</b>	<b>Higher Secondary</b>	<b>Jadavpur Baghajatin High school</b>	<b>W.B.C.H.S.E</b>	<b>59.4</b>
<b>2012</b>	<b>Graduation(B.com)</b>	<b>K.K. Das College</b>	<b>Calcutta University</b>	<b>47.125</b>

## **WORK EXPERIENCE (IF ANY)**

- Bharat IT Services Ltd. (Spice Group) from 24<sup>th</sup> July 2014 to 31<sup>st</sup> December 2015 as an IT Support & Customer Support Engineer.
- Indian Cable Net Company Ltd. (SITI Digital) from 1st February 2016 to 20<sup>th</sup> July 2017 as an IT & Desktop Support Engineer.
- Zinfi software system Pvt. Ltd. from 24th July 2017 to 10<sup>th</sup> May 2018 as a Junior IT Executive.
- CCS Computers Pvt. Ltd. (Dr. Lal path labs client support) from 4<sup>th</sup> July 2018 to 15<sup>th</sup> February 2020 as a Senior Customer Support Engineer.
- Think & Learn Pvt. Ltd. (Byju's learning app) working current company from 17<sup>th</sup> February 2020 to 19<sup>th</sup> February 2023 as a Senior System Engineer & Team Lead of East zone all Byjus Branches.
- Sabyasachi Calcutta LLP(ABFRL) working current company from 20<sup>th</sup> February 2023 as an Assistant Manager IT Support.

## Job Responsibility

1. IT support on floor (Desktop issue, Laptop issue, IP phone configure, Application Software issue, any type of IT Hardware issue, Biometric device configure & registered, LAN, WAN issue).
2. Network issue troubleshooting on floor, looping issue troubleshoot in network switch, Internet issue (MPLS & Broadband both links), Support all types of Networking devices (Switch, Router, Biometric, Network printer, Wi-Fi router, POE switch, Firewall).
3. Mail Configuration (Outlook), IT assets & inventory maintain every day, Zendesk ticketing tools use for user's issue resolve within SLA time, Zoom & VC connecting, Projector connecting, Antivirus installation in PC, OS installation & formatting (Windows & Linux, Server 2016), Install application software in Windows & Linux PC.
4. Coordinate with Vendors & NOC Team for Office Internet link issue, Guide & support all East zone branches engineers for IT related any issue & resolve issues within time.
5. Handle all types of IT issue (System Hardware, Networking, OS, Application, Internet link, Printer issue, Cable punching, Ticketing tools, use remote software to support other remote location IT issue (Any desk, Team viewer).

## Job Description: -

Hardware maintenance, PC assembling, OS formatting, Floor network maintenance, Printer issue troubleshooting, Windows server support, L3 Switch configure, Domain User & Group create, Anti-virus installation, Microsoft Outlook support (OST & PST File), Remote support to client any IT related issue, Cyberoam Firewall support (Version 10.6.5), Voice IP phone & calling support, Application software install, support & troubleshoot, IT inventory maintenance, Network device support, Data backup & recovery, Work with Office 365 & Exchange mail, Support & guide to all East location branches engineers for all types of IT related issues, Communicate with vendor, Biometric device configure, Handling ticketing tools Zendesk & resolve the issue within SLA time, Configure Wi-Fi router & RJ45 CAT 6 & 6A cable punching, VPN configuration, Access Point configuration.

- **Role: -** Desktop Support Engineer, IT Executive, Senior Customer Support Engineer, Senior System Engineer & Team Lead of IT, Assistant Manager IT Support.

## SOFTWARE PROFICIENCY (RELEVANT TECHNOLOGY)

- **Operating System: -** Windows 07, Windows 08, Windows server 2012 & 2016, Windows 10, Linux OS (Red Hat, Centos).

## ADDITIONAL CERTIFICATION

- RHCSA Global certification on Linux (Red Hat Enterprise Linux 6, Certificate Number: - 140-034-539).

## **EXTRA CURRICULAR ACTIVITIES**

- I completed my CCNA, RHCSA & Hardware & Networking (A+ & N+) all Professional Course from Brainware & Brainnet.
- I completed Diploma in Financial Accounting from Youth Computer Training Center.

## **HOBBIES & INTERESTS**

- Reading Detective story book.
- Interest in play cricket.

## **LANGUAGE PROFICIENCY**

- ENGLISH : Read/ Write/Speak
- HINDI : Speak/Read
- BENGALI : Read/ Write/Speak

## **PERSONAL DETAILS**

- Date of Birth : 8<sup>th</sup> April 1992
- Nationality : Indian
- Permanent Address : S-276, Baishnabghata Patuli, Kolkata- 700094
- Marital Status : Married
- Age : 30
- Gender : Male

**Date: -**

**Place: -**

**Signature**