

AVIK BHATTACHARYYA

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Seeking challenging assignments in System Administration, Network Administration and Technical Support with an organisation of high repute

SYNOPSIS



- ◆ A dynamic individual with **6 years** of experience in **System Administration, Network Administration and Technical Support** in design, operations & support functions.
- ◆ Sound knowledge in hardware maintenance; deft at analyzing network security needs & software / hardware installation.
- ◆ Technologically advanced in both Microsoft and Linux server environments. Experience in *IIS (Internet Information Service) 6.0/7.0, SQL Server 2005/2008, DNS Apache Web Server, MySQL, Active Directory and ISA Server 2004.*
- ◆ Well-versed with installation, configuration & administration of **Microsoft Windows 2000/2003/2008 Servers.**
- ◆ Adept in analyzing information system needs, evaluating end-user requirements, custom designing solutions & troubleshooting complex information systems management.
- ◆ Expertise in installation, configuration & troubleshooting of hardware and operating system; maintained connectivity across heterogeneous networks.
- ◆ **ITIL Certified** with sound understanding of Service Desk Support Structure, SLA, Incident, Problem, Change, Release and Configuration Management process.
- ◆ Expertise in carrying out the planning, designing, implementation and support of:
 - HiPath PBX and Procenter Call Routing Applications.
 - Windows Servers, Linux Platform, Routers & Switches.
- ◆ Exceptional work ethic; routinely use available time to solve organizational problems, ability in multi-tasking and timely completion of all assignments.
- ◆ Adept in handling networking issues, troubleshooting and providing first level support in design, implementation and maintenance of convergent networks.
- ◆ Capable of handling complete project work within the specified priorities and deadlines.
- ◆ Recipient of best performance award in Reward & Recognition Ceremony at Siemens Information System Limited.

CERTIFICATIONS

Microsoft Certified System Engineer
Microsoft Certified System Administrator
Microsoft Certified Desktop Support Technician
Microsoft Certified Professional Since 2007
Siemens Certified HiPath Engineer
CCNA
CEH

Certified Network Expert from Indian Institute of Hardware Technology

SKILL SET

TECHNICAL

Database : SQL Server 2005/2008, MySQL 5.0, Windows 2003 Server, ISA Server 2004
Networking : Cisco Switches, Cisco Routers, VOIP, RRAS, HiPath, 3xxx/5xxx/Procentre
Server Technologies : Windows Server 2003/2008, RHEL 5.0, DNS, Microsoft Exchange 2003/Sendmail, VPN, DNS
Web Technologies : Apache Tomcat, Jboss, IIS 6.0/7.0, Apache Web Server
Security : ISA Server 2004, UTM, IDS, IPS, IPSEC

IIS (Internet Information Service) 6.0/7.0, SQL Server 2005/2008, DNS Apache Web Server, MySQL, Active Directory and ISA Server 2004

FUNCTIONAL

System Integration * Network Planning * Windows Hosting * Databases * Mail Server Expert * Root Cause Analysis * LAMP Hosting * System Design

- ⇒ Siemens HiPath 3xxx/5xxx/Procentre Engineer during my stay in Siemens.
- ⇒ Mail server Expert on Microsoft Exchange 2003, Mercury32, Sendmail etc.
- ⇒ Red Hat Enterprise Linux and Solaris UNIX as open source Operating Systems.
- ⇒ Good exposure to Cisco equipments in various scenarios.
- ⇒ Deftly implemented open source CMS and other web application (e.g Joomla, Drupal & PHPFusion) in numerous occasion.
- ⇒ Recent exposure in Microsoft WSS 3.0 and as well as MOSS 2007.
- ⇒ Virtual Server and Server Virtualization with VM Ware ESX 3.5.

System Planning

- ⇒ Planning and documenting IT needs and solutions.
- ⇒ Mentoring new packs to adapt to the ever changing IT needs and demands.
- ⇒ Conducting root cause analysis of failures and downtrends.
- ⇒ Communicating with both supplier and management to fix requisition bargains.

System Administration

- ⇒ Overseeing installation, configuration & troubleshooting of Windows 2000 servers.
- ⇒ Regularly updating virus definition on the server including scanning and removal of viruses from network.
- ⇒ Responsible for Problem Management, Incident Management & Change Management.
- ⇒ Setting up administration of network printers & scanners including solving common printing & scanning problems.
- ⇒ Designing Backup Strategy for the sites and performing Full & Differential restoration drills on regular basis.
- ⇒ Monitoring disk space usage and system health on 24hrs. basis on file and mail servers using various monitoring tools and preparing reports on daily system performances.
- ⇒ Conducting requirement study, design project, troubleshooting, end user training for new projects.
- ⇒ Executing the backup-restore procedures.
- ⇒ Performing vendor management, including decision-making & problem solving.
- ⇒ Maintaining the complete IT infrastructure functions and handling the daily operation support activities.

Networking

- ⇒ Managing the overall administration of LAN system involving design of network layouts, configuration & maintenance of application servers and databases.
- ⇒ Commissioning Cisco, Routers & Switches / computer hardware devices and software, ensuring maximum uptime.
- ⇒ Installing and maintaining network and data communication hardware and software environment.
- ⇒ Planning designing, configuring, upgrading and maintaining LAN, as per organizational requirements, governed by communication protocols.
- ⇒ Troubleshooting networking problems to ensure minimum downtime & maximum availability of network.
- ⇒ Performing installation and implementation of:
 - Cisco Switches, VOIP, RRAS and Radius Server.
 - Cisco Routers, ISA Server 2004.

Technical Troubleshooting

- ⇒ Performing the 1st, 2nd, 3rd level problem troubleshooting and resolution; facilitating technical consultancy to both the sales team and customers.
- ⇒ Conducting preventive maintenance on all the machines in the location, following checklists.

CAREER CONTOUR

Since Nov' 08 Web Spiders India Limited, Kolkata, West Bengal as Systems Manager

It is a global outsourcing provider of Rich Internet Application (RIA) development and Systems Integration services for Enterprise Content Management to Corporations and Independent Software Vendors (ISVs) in over 10 countries.

Role:

- ⇒ Administering entire operations involving driving efforts for IT Infrastructure planning, Maintenance and upgrade of existing systems.

- ⇒ Supervising an IT team of 7 members in day-to-day system, network administration and management.
- ⇒ Assessing a client's network requirements and designing testing plans to meet those requirements.
- ⇒ Implementing network security measures and reporting on network performance and usage.
- ⇒ Maintaining track of IT Asset and Inventory, with the help of professional tools and techniques.
- ⇒ Deploying, managing and maintaining live servers both under test and production environment.
- ⇒ Conducting regular maintenance of dedicated servers with over 300 hosted solutions and applications.
- ⇒ Monitoring and maintaining SLA for customer satisfaction. Conducting periodic review meetings with the customers and Team assigned to ensure service quality levels are as per SLA norms.

Attainments:

- ⇒ Competently analyzed root cause of failures and evolved breakdown solutions within minimum turnaround time.
- ⇒ Developed & executed best practices & standard operating procedures targeting at organizational excellence.
- ⇒ Rendered level 1 support for LAN Management & secured the client network related issues.

Jan' 08 – Nov' 08 Siemens Information System Limited, Kolkata as Junior Associate Engineer

The Group is a unique player in the field of electrical and electronics engineering. It has the capability to integrate diverse products, systems and services into turnkey solutions across the life- cycle of a project.

Role:

- ⇒ Overseeing administration and support of HiPath PBX and Procenter Call Routing Applications.
- ⇒ Identifying problem cause analysis and overseeing resolution of routine customer problems and complexity.
- ⇒ Extending optimum level support for installation of telecom network.
- ⇒ Implementing and ensuring adherence to defined quality standards for operational areas.
- ⇒ Efficiently managing entire day-to-day activities covering wide functional areas include designing & developing the workflow program, debugging and troubleshooting of the application.
- ⇒ Displaying technical leadership for analyzing and resolving service requests viz. developing application and unit, integration and system testing.

Attainments:

- ⇒ Competently analyzed root cause of failures and evolved breakdown solutions within minimum turnaround time.
- ⇒ Developed & executed best practices & standard operating procedures targeting at organizational excellence.

Jun' 07 – Jan' 08 AllIndia Technologies, Kolkata, West Bengal

Well known for its Internet solutions it is the captain behind batchmates.com

Growth Path: *Joined as System Administrator and promoted as Network Administrator*

Role:

- ⇒ Spearheading complete array of System Administration, Networking and Hardware Management functions.
- ⇒ Administering support functions for installation, upgradation, configuration and troubleshooting of Desktops, Servers, Database Servers & Mail Servers.
- ⇒ Installing and maintaining network and data communication hardware and software environment to influence & increase the overall productivity and efficiency.

Attainments:

- ⇒ Proficiently resolved most common queries and technical difficulties faced by clients by escalating the same to the concerned authorities.
- ⇒ Distinction of developing **Front-End Web Application:** <http://www.allindia.com> & <http://www.batchmates.com> under the Qmail-UNIX platform.

Jun' 03 – Dec' 06 Infosoft System, Kolkata, West Bengal as Desktop Support Technician

Role:

- ⇒ Executing complete system administration and technical support functions for Computer Peripherals, Hardware & software with a team of 5 members.
- ⇒ Administering entire computer hardware operations for smooth viability of the company.
- ⇒ Assessing requirements and designing cost effective solutions to meet their specific needs.
- ⇒ Overseeing installation along with all accessories and networking to ensure hassle free functioning of systems.
- ⇒ Updating users on maintenance tips for prolonged service life of machines.

Attainments:

- ⇒ Acquired a proper troubleshooting knowledge on Desktop Hardware/ OS/ Servers/ Software Application Issues.

ACADEMIA

- ⇒ B.Com. (Marketing) from Heramba Chandra College, Calcutta University in 2007. Secured 45%
- ⇒ 10+2 ISC from National Gems Higher Secondary School, Kolkata 2004. Secured 75%

PERSONAL DOSSIER

Date of Birth : To be Disclosed On Request
Passport Number : To be Disclosed On Request
Language Known : English, Bengali and Hindi
Address : Behala Kolkata, West Bengal , India

KEY PROEJCTS EXECUTED

Title : **Mitsubishi Motors Europe, Kolkata**
Duration : 18 months
Team Size : 15
Platform : Windows Server 2003
Languages : Ektron CMS, SQL Server 2005, IIS 6.0
Overview :

- ◆ Multi-lingual CMS based Website of MME
- ◆ Deployment, administration and maintenance of DEV, QA, UAT, STAGING and Production.

Title : **National Saving of UK, Kolkata**
Duration : 12 months
Team Size : 18
Platform : Red Hat Enterprise Linux
Languages : Drupal, MySQL, PHP, Apache, Java, Bash
Overview :

- ◆ Marketing Website of National Saving of UK.
- ◆ Deploying of UAT, Live, Supporting the Live Infrastructure after go live.

Title : **Siemens Enterprise Communication, Kolkata**
Duration : 9 months
Team Size : 50
Platform : Windows Server 2003 /2000/NT
Languages : HiPath Procenter, Manger E 3000/5000
Overview :

- ◆ Extending L2 support to Enterprise Customers of SECL.

Title : **Tata Steel**
Duration : 6 months
Team Size : 12
Platform : Windows 2003
Languages : Flash 8.0 IIS, ASP, SQL server
Overview :

- ◆ Spearheading Tata Steel website deployment and maintenance.