SAMIRAN GHOSH

Tarakeswar, Anandabazar, 3 No Word, Tarakeswar, Hooghly - 712410
+919332977642 / 9153662662 / 7004044714•••samiran_tkr4@hotmail.com / 2007.samiran@gmail.com

Management Profile: IT

Qualified IT professional with over 12 years of experience in administration, troubleshooting, configuration & maintenance of Desktop & Server, PC & Laptop maintenance, implementing corporate endpoint anti-virus protection,Peer to peer networking, Client Server Networking, System Troubleshooting amongst others. Acknowledged by the senior management & clients for consistently rendering superior quality service across professional career and functioning as Microsoft Licensing Guide to the customer and POC on Office 365 Mail Solution to the customer. Distinguished holder of multiple certifications acquired across professional career; exploring challenging assignments with a professionally managed organization.

Core Competencies include…

- IT Infrastructure Management
- IT Service Delivery
- Information Security Protocols
- Capacity & Change Management
- Troubleshooting & Issue Resolution
- Back up & Disaster Recovery
- Software Licensing Management
- Process Transition
- Project Implementation
- SLA Compliance
- Requirement Elicitation
- Resource Optimization
- Budgeting & Cost Control
- Vendor & Client Interaction
- Senior Management Reporting
- Cross Functional Team Coordination

Executive Summary

- IT Infrastructure Management: Proven ability in setting up & configuring Windows 2000/2003/2008/2012 Domain with Active Directory Services & Group Policy as well as DNS Server, DHCP Server, WINS Server, Proxy server, Terminal Server licensing user Cal and per device cal.

- IT Asset Management – Adept at performing several functions of IT Asset Management, right from negotiations with vendors to procurement of hardware / software, software licensing, equipment maintenance etc.

- Change Management – Efficiency in understanding client requisites, processing change requests and delivering enhancements in terms of servers, networks, infrastructures. Well-versed in incident management and problem solving activities, fueled by advanced technical expertise of various technologies.

- Project Implementation: Industry expert having keen understanding of Project / Client Requirements coupled with hands-on exposure in handling all phases of Project / Program Life Cycle.

- Personal Attributes: Efficient Team Leader & Player, combining communication, interpersonal & problem solving skills with analytical, decision making and leadership capabilities to enhance organizational objectives.

Professional Experience

Signum Group (Real Estate Company), Kolkata
Manager IT - IT Service & Network Support & Infrastructure Management
Responsibilities: **June 2020 Since**

- Interact with pertaining to troubleshooting hardware & network in Office and our Project Site pan India.
- Monitoring In All Site CCTV Camera Security Biometric Hardware Device in Pan India.
- Follow up with troubleshooting & support day to Day hardware & network Manage Server Monitoring.
- We are responsible for connecter backup to server and client commutation and troubleshooting and support.
- We are responsible for VOIP server configuration and client VOIP support with Avaya Team.
- We are responsible for Gmail Business Mail configuration and support to Server end and client end.
- We are Handling All Vender and Respected Outsourcing Manpower.
- Health check All Server Hardware and Network Connectivity and Tunnel.
- Involved in troubleshooting IBM X –Series And HP ProLiant Gen8 servers, HP blade server hardware problem& OS related problem.
- admin console McAfee wed Console, MacAfee EPO Police 4.0, 4.5, 4.6 Kaspersky admin kit installation and after installation support.

Praxair India Pvt Ltd , Kolkata   **December 2018 to June 2020**
Seiner Support Engineer   - IT Service & Network Support
Responsibilities:
- Interact with pertaining to troubleshooting hardware & network in our Plant . we are Handel in (no Oxygen Plant east Location In India.
- Follow up with troubleshooting & support day to Day hardware & network Manage.
- We are responsible for connecter backup to server and client commutation and troubleshooting and support.
- We are responsible for VOIP server configuration and client VOIP support with Avaya Team.
- We are responsible for 0365 configuration and support to Server end and client end.

Saptak Digital Pvt Ltd , Memari Burdwan August 2017 to 2018 Since
Seiner System Administrator - IT Service & Network Broadband Services
Responsibilities:
- Interact with customers pertaining to troubleshooting hardware & network and Fiber link.
- Follow up with troubleshooting & Installation Admin Consol Antivirus(Server & Nod); Symantec end point, quick heal admin console McAfee wed console,MacAfee EPO Police 4.0, 4.5, 4.6 Kaspersky admin kit installation and after installation support.
- Manage installation, post installation support and taunting pertaining to new product development as well as o/s or hardware related issues.
- Involved in troubleshooting IBM X –Series And HP ProLiant Gen8 servers, HP blade server hardware problem& OS related problem.
- Follow up clients and other stakeholders in ensuring compliance to project SLA parameters. Maintain updated knowledge of technological advancements in field of operations for implementing the same in day to day business transactions.

EMBEE Software Pvt. Ltd, Kolkata   **Apri 2007 to July 2017**
Seiner Executive - IT Service & Support

Responsibilities:
- Interact with customers pertaining to troubleshooting hardware Lenovo & HP IBM Server, Storage, HP Blade Installation NAS, and Laptop Desktop Software,Hardware & Network.
- Follow up with troubleshooting & Installation Admin Consol Antivirus(Server & Nod); Symantec end point, quick heal admin console McAfee wed console,MacAfee EPO Police 4.0, 4.5, 4.6 Kaspersky admin kit installation and after installation support.
- Manage installation, post installation support and taunting pertaining to new product development as well as o/s or hardware related issues.
- Involved in troubleshooting IBM X –Series And HP ProLiant Gen8 servers, HP blade server hardware problem& OS related problem.
- Follow up clients and other stakeholders in ensuring compliance to project SLA parameters. Maintain updated knowledge of technological advancements in field of operations for implementing the same in day to day business transactions.

Desire, Kolkata   **Mar 2006 – Feb 2007**
Customer Support Engineer/ Site Engineer

Responsibilities:
- Ensured effective resolution of customer issues related to hardware, software & network including upgrading of existing IT infrastructure based on business as well as operational requirements.
- Worked on school project involving setting up Red Hat Linux & Windows XP, troubleshooting various types of IBM desktop & assembled machines as well as IBM X –Series server hardware and OS related issues.

Previous Assignments

RT Outsourcing Services Limited (Compaq & HP Services Center)   **Jun 2002 – Dec 2003**
Customer Support

Projects

Project	Migration of Mailbox

Client	ReNew Power (Renewable energy company), Delhi
Period	Dec 2016
Brief	Mail Migration for Gmail toOffice 365
Responsibilities	• Mail box cutover migration and address book and calendar. Issue tracking and resolution day bases.

Project	Installation of Clients & Servers
Client	Haldia Dock Complex
Period	2015 (1 Month)
Brief	F-secure Installation Policy Management, 600 NOS system
Responsibilities	• Installed 600 Nos client and server. Rendered end user training.

Project	Cloud to Office 365 Migration
Client	Techprocess Solutions Ltd, Vikhroli (W) Mumbai – Maharashtra
Period	Pls Mention
Brief	Third Party mail Solution service provider Xcell Host to Cloud Migration Office 365. Cloud Lync configuration Clint Site
Responsibilities	• On Cloud Mail box Migration to office 365 1200 user • Mail box permeation site shear mail box in bound and out bound permeation.

Project	
Client	Apeejay Surrendra Group, Kolkata, West Bengal
Period	2013 (5 Weak)
Brief	Lotus Domino 7.5 to Microsoft Exchange Server 2010 Migration and Lync 2013
Responsibilities	• Set up and configured in Lync &Exchange Server step by step • Managed Mailbox movement in exchange 2010.Client migration lotus to outlook 2010. Lync and mail app configure in mobile, tab and laptop.

Project	Hindustan Aeronautics Limited, Koraput Orissa
Client	Hindustan Aeronautics Limited, Koraput Orissa
Period	Oct2013 (2 weak)
Brief	Symantec Installation, With 820 NOD System 2 IBM x3400 m3 server
Responsibilities	• Involved in installation of Symantec end Point 12.1.2, setting up Admin CONSOL, Symantec End Point Admin. • Worked on configuration of console and client as well as User rustication police in Workgroup.

Project	Coal India Limited (Coal mines In Madhya Pradesh And Uttar Pradesh)
Client	Coal India Limited (Coal mines In Madhya Pradesh And Uttar Pradesh)
Period	Nov 2012 (4 Month)
Brief	Installation of HP DL580 G5 Server, HP Storage MSA 330 HP Procurve Switching Auto-loader and ML110-G6, ESX 4.1 with clustering. Configured V-Center & V-spear, Symantec backup exec 2012
Responsibilities	• Set up HP DL 580 Two Server, ESX 4.1in RAID One, Storage MSA 330RAID 5 with One • Built Global hot spare Connected storage in Fiber channel separate module. • Created 6 VMDKwith cluster and V-Motion configuration withV-Center and V-spear.

Project	Jindal Steel & Power Ltd (Orissa and Angul)
Client	Jindal Steel & Power Ltd (Orissa and Angul)
Period	Jan 2012 (3Month)
Brief	Active Directory Migration Upgrade and Migration Exchange 2007 to 2010; Configuration on Client System. NOD and Mobile
Responsibilities	• Involved in setting up & configuration of Active Directory migration, upgrade and migration Exchange 2007 to 2010. • Installation and configuration onclient system including Node Configuration Blackberry & Smart Phone mobile. Symantec Backup Exec Version 12.5Backup Exec System Recovery & Symantec System Recovery 2011configuration • Managed installation deployment of DLO agent, Remote Backup & restore, SymantecBackup Exec & Symantec Recovery 2011.

	- Resolved - Solving hardware &network issues, configured Microsoft Outlook, Network onDomain Client

Academics

Education
- **MCA,** Sikkim Manipal University (Pursuing)
- **Bachelor of Arts,** Burdwan University (2007)

Professional Enhancement
- Diploma in Computer Hardware & Networking (with LAN) Certification Course •CMC, Kolkata
- Microsoft Certified Professional (MCP) on Microsoft Windows 2000.
- Microsoft Certified Systems Engineer (MCSA) on Microsoft Windows 2000.
- Microsoft Certified Systems Administrator (MCSE) on Microsoft Windows 2000.
- Enterprise Desktop Administrator on Windows® 7 (MCITP) On Microsoft Windows 2007
- Windows® 7, Configuration. (MCITP) On Microsoft Windows 2007
- Symantec Certified Security Engineer
- Microsoft Certified Professional
- IBM Certified Desktop Engineer
- IBM Certified System X And Bled Server Engineer
- HP Learner
- HP ATP – Blade System Solutions Integrator V8.1
- FCPA Channel Certification Course Training Completion Certificate
- ePolicy Orchestrator 4.6 Server and Database Maintenance (Technical)
- ePolicy Orchestrator 4.6 Server Configuration (Technical)

IT Forte

- Installing and Configuring a Windows 2000/2003/2008/2012 Domain with Active Directory Services & Group Policy.
- Installation, Configuration and Maintenance of a DNS Server, DHCP Server, WINS Server, Proxy server, Terminal Server licensing user Cal and per device cal.
- Operating Systems : Server O/S Microsoft Windows Server 2003, Microsoft Windows Server 2008, Microsoft Windows Server 2012,
- Client O/S: Microsoft Windows 2000, ME, Windows XP, Vista, Windows 7, Windows 8, 8.1, 10 Windows updates management using WSUS.
- Assembling and Troubleshooting of Personal Computer (PC maintenance)
- End point Antivirus solution and support corporate Site Example : McAfee, Symantec End Point, Kespersky, F-Secure, Quickheal
- IBM X Series, Hp Proliant Server and IBM HS 22, HS23, Blade Center troubleshooting Configuration Installation Firmware Update, VPD update etc

Personal Dossier

- **Date of Birth**   : 31 December 1981
- **Languages Known** : English, Hindi and Bengali
- **Nationality**   : Indian
- **Passport Details**   :K4909788 valid till 2022

~ References Available Upon Request ~