**: RESUME:**

**SUJAN BOSE** 

***Contact No:-+91 8145484259/8927902193***

***E-mail ID:-sujanbose1991@gmail.com***

***Address: - Hakim Para, Siliguri, West Bengal-734001***

***Career Objective:* “To work in a challenging but congenial environment that provides me opportunity for continuous learning and to contribute towards the organization business goals, thereby offering me scope for both personal and professional growth”.**



***Educational Qualifications:***

|  |  |  |  |
| --- | --- | --- | --- |
| **NAME OF EXAMINATION** | **BOARD/ COUNCIL** | **PERCENTAGE OF MARKS** | **YEAR OF PASSING** |
| **MADHYAMIK** | **W.B.S.E** | **61%** | **2007** |
| **HIGHER SECONDARY** | **W.B.C.H.S.E** | **56%** | **2009** |
| **B.A** | **N.B.U** | **49%** | **2012** |

* ***Technical Skills:-***
  + Hardware : Assembling, Troubleshooting, Installation, and Repair all

Kind of Laptops and Desktops.

* + Networking : LAN, WAN Configuration, Troubleshooting, OSI Model,

Routing and Switching, Networking Protocols, Telnet, and

SSH, Network Cabling, etc.

* + Server Administration : Installation and Configuration, Manage Active Directory,

Backup & recover, User Management, Group Policy, DNS,

DHCP, FTP, IIS, iSCI and NFS, WDS, WSUS, NLB, VPN,

LDAP, RAID, SAMBA, Apache, HTTP, LVM, VNC Server.

* + CCNA : Router & Switch Configuration, Firewall, NAT, VLAN,VTP,

802.1Q, RIP, EIGRP, WAN Protocols, PPP, MPLS, OSPF,

BGP, HSRP, IPsec, HDLC, VRRP, TACACS, RADIUS,

Frame Tagging, IP Header, GRE Tunnel, [**ISL and 802.1Q**](https://www.freeccnastudyguide.com/study-guides/ccna/ch7/7-4-vlan-trunking-isl-802-1q/), etc.

* + Operating System : Windows, Linux, Red Hat, Ubuntu, Centos, etc.

* + Additional Skills : MS Office, Excel, Putty, PDQ Deploy, RDP, RDPWRAP, CCTV,

BIO-Matric Devices, Printer, WinSCP, Outlook Mail etc.

* ***Work Experience:***

***Desktop Support Engineer at “Ergode IT Services Pvt Ltd”, Siliguri (10th Dec 2019- Present).***

***Roles and Responsibilities:-***

1. Active Directory users and groups’ management, Implementation and administration of DNS, File Server Manage.
2. Deploy, configure, and maintain Microsoft Windows servers and Perform server upgrades and apply, patches management and updates.
3. Good knowledge of Windows Active Directory, AD Forests, Domains, Group Policies, OUs, DNS, DFS, and DHCP, WDS, FTP, etc.
4. Working knowledge of routers, switcher’s installations and configurations and monitoring.
5. Addressing user tickets regarding hardware, software, and networking.
6. Perform troubleshooting for Active Directory, AD replication issues, group policy object issues, time synchronization issues between Domain controllers, etc.
7. Organization’s assets inventory management.
8. Knowledge of LAN, VoIP, VPN, and Frame Relay WAN technologies, circuits, routing protocols (BGP and EIGRP), and IP addressing.
9. Efficiently install and maintain software on the desktops. Resolve help desk problems in a timely and efficient manner.
10. Hands on experience of Installation Unifi router, configurations and troubleshooting.

***Senior IT Executive at “Tele force Technology Pvt Ltd”, Siliguri (17th June 2017- 2019).***

***Roles and Responsibilities:-***

1. Integrate IP telephony systems with enterprise LANs, WANs, wireless LANs, and other Internet-based services and protocols.
2. Assess and analyse Call Flows, network quality issues, security, SIP, SCCP, H.323, and MCGP protocols.
3. Supported and resolved Networking, Call Manager, Unity, and call routing-related issues daily.
4. Configured Unity, IVR, and Call flows, outbound campaign, inbound campaign.
5. Install, maintain, and upgrade VoIP Software and Hardware, including Wireless Access Points and Route/Switch Hardware.
6. Good knowledge of VOIP phone and IP phone configurations, Implement a secured LAN, routers, and switches.
7. Install, configure and maintain network routers and switches to provide SIP trunking and data connectivity.
8. Installed, configured, and maintained routers from Cisco using BGP, EIGRP, OSPF, and RIP, etc.
9. Create and update dialling campaigns, filter, list strategies and reports. Monitor and adjust the performance of diallers systems.
10. Analyse dialler-output data to identify potential problems and issues. Run payment report regularly.
11. Hands on experience of Go AutoDial, Vici dial, Ameyo and contaque Diallers.
12. Good knowledge of WLAN, wireless devices configurations and troubleshoot.
13. Hands on experience of RAC and Server installation.

* ***Technical Certifications:***

1. CompTIA A+ and Network+ N10-007.
2. Cisco Certified Network Associate (CCNA 200-125 & 200-301)
3. Microsoft Certified System Administrator (MCSA 2012 R2, 2016 and 2019).
4. Red Hat Certified System Administrator (RHCSA 8).

* ***Achievement:***

I won the First annual Star of “**persistent performance** **award”** from the “**Ergode IT Services Pvt Ltd”** in 2020 for the quality of my core and hardworking technical support and services to the organization.

* ***Personal Profile:-***

Father’s Name : Mr. Subodh Bose

Date of Birth : 17th Feb 1991

Sex : Male

Nationality : Indian

Marital Status : Married

Languages : English, Hindi and Bengali

Permanent Address : Hakim Para, Siliguri, West Bengal-734001

* **Declarations**

**I’m Sujan Bose, hereby declare that all the statements made in this resume are True, complete and**

**Correct to the best of my knowledge and belief.**

**Date- 30/07/2021**

**Signature Place- Siliguri Sujan Bose**