

## CURRICULUM VITAE

### SOUMYAJIT GUPTA

C/O – Kishor Gupta

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### EDUCATIONAL QUALIFICATION (IN CHRONOLOGICAL MANNER):-

S.No.	Exam Passed	Board/council University	Year of passing	Total Mark	Percentage
1.	Secondary	W.B.B.S.E	2011	800	65%
2.	Diploma Passed (E.E)	W.B.S.C.T.E	2014		70%
3.	B.Tech Passed (E.E)	M.A.C.A.U.T	2018		75%

### Skills:-

**As an IT Engineer** – System and Network Administration – CISCO 9200L Switch, Cisco SG350 Switch - Sonicwall Firewall - Palo-Alto L4 Next Gens Firewall. SDWAN – VMWARE – Linux and Windows server – Proxy Server – Load balancing – DNS – DHCP – LAN/WAN – Firewalls Cloud Computing – VPN - Ethernet - TCP IP - Troubleshooting network concerns. – Operation Systems – Microsoft Office 365/MS OFFICE/ Outlook – Active Directory – SAP- Media GATEWAY – PRI – Domain Controller – HTTP/HTTPS/FTP – VLAN - TELNET – Dialer – Team viewer – AnyDesk - Assisting users in person and remotely with hardware-software related concerns. – Providing phone and online support to users. – Working in a team-oriented environment. – Implementing documentation protocols into departmental operations.

**As an RCM Executive** – US client Servers and Database maintenance. Troubleshoot the error functions and establish proper communication with US Doctors, Payers and their clients – CITRIX.

Broad view of the revenue cycle. - Strategic understanding of the utilization of Technology. - Ability to communicate and work with other key leaders and staff. - Recruiting revenue cycle Leadership.

### Work Experience: -

#### 1 Years' experience at Axxela Research & Analytics Pvt Ltd as Head IT Engineer (June23 to May24).

- New CISCO 9200L catalyst switch (48 ports) configuration and maintaining with the knowledge of network protocols. Configuration VLAN, TELNET, Routing policies with end security protocols. Implement network flow from Firewall to Switch (9200L) and released traffic to all desk network ports.
- Configured and reroute the P2P connections through dedicated ILL masks to switch SFP to run the trading applications by installing Tibco.
- Installed 1 Linux and Windows servers (HP Servers) and configured point to end Trading software's or applications (Stellar/Bloomberg/Tibco/P2P/Trading Traders etc.) with their routing policies (Installed respective locations to Data Centre to London).
- Installed PALO-ALTO (PA440) Networks Firewall with end to end configurations and implement Routing & NAT policies. (Maintenance, Troubleshooting and take care all responsibilities.)

- End troubleshoot and maintain SONICWALL TZ500 & TZ570 Firewalls ( Routing & NAT policy, Group policies, Interfaces & assigning IPs or ILL connections, create rules, load balancing etc.)
- Hardware solutions Like Workstations, Desktops, Laptops, Printers & Cameras, IP phones and all.
- Provided comprehensive technical support and maintenance to all brunch division's end-users across the organization, resolving hardware, software and network issues in a timely fashion. Reduced helpdesk tickets by over 25% with the implementation of a remote access system
- Collaborated with team to update and maintain Windows & Mac operating systems and installed and configured applications across the organization. Troubleshot complex network and hardware issues, isolating the source of problems and implementing the most cost-effective solutions
- Offered comprehensive and detailed documentation of IT processes and procedures to better facilitate understanding and usage within the organization. Quantum leaped helpdesk resolution times with the deployment of automated IT systems
- Performed regular backups and disaster recovery procedures to ensure data security and system integrity. Optimized network performance and addressed IT security issues to ensure compliance with industry standards
- **1.6 Years' experience at Pacific as AR SME in RCM (OCT21 to Mar23).**
- **3 Years' experience in WIPRO as Sr. Executive at RCM (Jan19 to Sep21).**
- US client Servers and Database maintenance. Troubleshoot the error functions and establish proper communication with US Doctors, Payers and their clients – CITRIX.
- 3 major things I maintained there. 1st Production, 2nd Quality and 3rd was Team.
- Need to prepare daily and weekly reports for the team, maintain a team database, provide client review files on a weekly basis and communicate with the team after every 2 or 3 days to improve their productivity and quality as an Acting TL.
- Did the 100% production with maintaining the quality and other stack parameters with proper client satisfactory performance.
- Communicate with the manager for any types of update regarding team progress or anything. also connect with the client on a weekly basis regarding any types of troubleshooting.
- Communicate with the payers for different scenarios to get the claim status.
- **1 Year experience in ATC ELECTRONICS INDIA PVT. LTD as an IT Executive (Nov17 to Dec18).**

### **Communication and Information**

- CISCO 9200L Switch, Cisco SG350 Switch - Sonicwall Firewall - Palo-Alto L4 Next Gens Firewall. SDWAN – VMWARE – Linux and Windows server – Proxy Server – Load balancing – DNS/DHCP/ Subnet – LAN/WAN – Firewalls Cloud Computing – Ethernet - TCP IP - Troubleshooting network concerns. – Operation Systems – Microsoft Office 365/MS OFFICE/ Outlook – Active Directory – SAP- Media GATEWAY – GSM Gateway – PRI – Domain Controller – HTTP/HTTPS/FTP – VLAN - TELNET – Dialer/ Drishti/ Ameyo/ X-Lite.
- Received mails and calls from users on floor and delegated tasks to appropriate departmental personnel.
- Delivered troubleshooting solutions to departments and console operators experiencing difficulties with software, hardware, and network connectivity.
- Implemented improved assessment and analytical techniques for further achievement of identified departmental goals.
- Drove enhanced performance figures for the IT team and department to meet stated management expectations and relevant standards.
- Communicated with company reps and vendors to identify computer products that would support and enhance departmental and company operations.
- Assisted in implementation of new hardware and software solutions within the company to improve workflow and customer service provision.

- Provided support to users learning new technology assets to support existing operations and to make possible workflow expansion.
- Supported senior technicians with complex tasks and time-sensitive achievements to meet client expectations and user needs on an identified schedule
- Worked closely with IT team members and supervisors to improve troubleshooting skills and situation analysis.

#### **OTHERS QUALIFICATION**

- A Vocational Training of W.B.S.E.T.C.L from New Town Substation (132/33 K.V).
- Completed Recitation till 3<sup>rd</sup> year.

#### **SPECIAL INTERESTS**

- Playing games
- Listening Music

#### **PERSONAL PROFILE**

- Date Of Birth            **12.01.1995**
- Place Of Birth        Durgapur
- Nationality            Indian
- Gender                Male
- Religion              Hindu
- Marital Status       Unmarried
- Languages Known   English, Bengali, Hindi

#### **DECLARATION**

I hereby declare that the above-mentioned information is correct and true to the best of my knowledge and I bear the responsibility for the correctness of the above-mentioned.

Date:

Place: Kolkata

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Soumyajit Gupta.