**Curriculum Vitae**

Name : **Debashri**

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# Career Objective:

To be associated with a system which provides career development opportunities and contributes in its progress through my knowledge and skills .To secure a position with a well-established project with a stable environment that will lead to a lasting relationship in the field of ITIS. To obtain a position that will enable me to use my strong organizational skills, educational background, and ability to work well with people.

Willing and eager to learn new technologies and demanding a chance to work on both technical and operational aspects.

# Highlights:

* Played active and leading roles in project transition in all the past projects. The quickest Application Go-Live being within 2 months.
* Adhering to strict timelines, lead my team to achieve 95% efficiency from 75% in 7 weeks.
* Maintained the newly achieved efficiency for a period of 6 months before moving on to a different role.
* ITIL V3 Incident & Problem Management.
* Hardware: Basic Trouble shooting of Desktop and Laptop issues.

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| * Tools: JIRA, Service Now, Remedy, Citrix, Putty, MQ monitoring and Brumon job checking tool, Remote Desktop |
| * Email Client: Lotus Notes. |
| * Operating System: Windows XP, Windows 7, Windows Server 2003 & 2008. |
| * Applications: Citrix, MS Office. |

# Experiences:

**Cognizant Technology Solutions: May, 2014 – Present**

**Project #1**

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| **Duration** | **3 Months** |
| **Location** | **Cognizant, Kolkata** |
| **Tools & Hardware used** | **JIRA,Avaya Hotline** |
| **Operating Systems** | **Windows 2007** |

The scope of **Project 1** is providing infrastructure support to the Clients via mail and hotline and taking necessary actions as soon as possible to resolve the issue else report the same to the application team by raising an event if resolution of the issue is out of our scope.

**Roles & Responsibilities:**

* Monitoring the mailbox and fix issues within our scope.
* Communicating with the clients over Lync/Phone during the issue period.
* Raising event for the issues which can’t be resolved by us.(Out of scope)
* Coordinating within the team during heavy work load period
* Creating daily reports.

**Project #2**

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| **Duration** | **23 Months** |
| **Location** | **Cognizant, Kolkata** |
| **Tools used** | **Putty,Brumon,MQ Tool, PCOMM,** **SQL Developer** |
| **Technology** | **Window Server, Mainframe, SQL, UNIX, ESP Workstation, HTML** |
| **Operating Systems** | **Windows 2007,Linux** |
| **Ticketing Tool used** | **Remedy** |

**Project /Client Synopsis:**

The scope of **Project 2** is to maintain and monitor the Banking transaction and database infrastructure system of the client. It includes monitoring the databases and server activities to ensure no/little down time. It also includes preparing reports on the issue that we find during monitoring the overall system.

**Roles & Responsibilities:**

* Resolving Incidents (if required)
* Checking the authenticity of the alerts and then escalating it to application team. (if the resolution is out of our scope)
* Handling Non Monitoring request by the Client (which includes):
* Design the TAX form for different countries (Front end)
* Banking and Financial document development using Harvest, Adobe Life Cycle designer, RoboHelp tool and softwares.
* Checking jobs in Mainframe.
* Logging into Windows/Unix servers to check and fix issues within our scope.
* Communicating with the clients over Lync/Phone during the daily handover.
* Raising event for the issues which can’t be resolved by us.(Out of scope)
* Creating daily and weekly reports.
* Incident/Problem management support for Global accounts with a 24\*7 Support Environment.

**Project #3**

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| **Duration** | **Present** |
| **Location** | **Cognizant, Kolkata** |
| **Tools used** | **TPM** |
| **Technology** | **Window Server,TPM,IEM** |
| **Operating Systems** | **Windows,Linux,AIX,Solaris** |
| **Ticketing Tool used** | **Service Now** |

**Project /Client Synopsis:**

The scope of **Project 3** is to provide the tool that enable the convergence of data centre. Establishing centralized infrastructure management, automation and orchestration of servers, data storage devices, networking equipment and software.

**Roles & Responsibilities:**

* As a tool admin, performed Health Check scans on servers to check for policy/access violations.
* Troubleshooting issues in operating system deployment and administration in Windows,AIX,Solaris,Linux
* Worked with the SA teams to get the violations remediated.
* Performed patch scans on Servers to ensure proper installation of Security and Update patches.
* Worked with SA Teams to get the missing patches installed on servers.
* Rerunning failed automation jobs to maintain server inventory.
* Created, worked upon and closed SNOW incidents to track non-compliance issues, patch installations.
* Creating daily and weekly reports.

# Overall Experience:

3 years

# Areas of interest:

* People Management.
* Project Management
* Change Management
* Incident Management
* Network Administration

# Soft Skills :

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| * Proficient in technical skills (as per L1 Incident/Problem management standards). |
| * Basic understanding of Audits & Compliance related activities. |
| * Good presentation, verbal and written communication skills. |
| * Basic understanding about incident management. |
| * Ability to develop resolution plans both for self, team or customer. |
| * Ability to take initiative without direction to resolve identified issues/opportunities. |
| * Comprehensive problem solving abilities. |

* Working with the Service Desk team when the work volume is high to aid the attainment of SLA’s.

# Technical Skills:

* Programming Languages: Basics of C, SQL,JAVA,ASP.NET
* Database: Oracle ,Sql Developer
* Platform : UNIX, Windows 2007,XP
* Tool: MS office, Lotus Notes, JIRA, Remedy, MQ monitoring and Brumon job checking tool, Putty, Remote desktop ,Service Now ,TPM

# Educational Qualification:

**B.Tech:** degree in Information Technology from Calcutta Institute Of Technology which is under West Bengal University Of Technology. And my DGPA is 7.79.

**H.S** : 12th from WBCHSE, Kolkata with 62.4% .

**SSLC :** 10th from WBBSE, Kolkata with 73% .

# Personal Details:

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| * Date of Birth: 25th November 1988 |
| * Gender: Female |
| * Nationality: Indian |
| * Marital Status: Single |

# Reference:

I hereby declare that the information given herewith is correct to my knowledge and I will responsible for any discrepancy.