**SWAGATA**

**OBJECTIVE**



A proactive professional with expertise in delivering technical solutions, and facilitating software improvements &upgrades, seeking an opportunity to work for the growth of the organization**.**

**WORK EXPERIENCE**

10/2016 – Till Now

**Head Of Business in Kolkata , India**

Responsibilities:

* Establish operation strategy in a team for improving sales.
* Prepare data and information for making regular report data analysis.
* Liaising with superior to make decisions for operational activities and set strategic goals.
* Handled IT operations.

**CONTACT**

**Email:**

Swagata-395077@2freemail.com

**LANGUAGES**

ENGLISH

BENGALI

HINDI

**EDUCATION**

Bachelor Degree of Computer Science & Engineering , West Bengal University of Technology(2007-2011)

**CERTIFICATION**

Oracle 9i Certified Associate-DEV from HCL Career Development Centre in 2010.

Vacation Training from Steel Authority of India Limited in 2010

Project Based Training from CMC academy in 2010

03/2012 – 09/2016

**Assistant Manager (I.T.) in Kolkata, India**

Responsibilities:

* Oversaw the functioning of the organization's IT department.
* Handled IT operations.
* Actively involved in the planning, monitoring, implementation, and control of the testing activities.
* Organized repair for hardware issues.
* Scheduled the tests for execution.
* Installed and configured computer hardware and software.
* Planning and monitoring the day to day running of business to ensure smooth process.
* Supervising staff from different s and provide constructive feedback.

**SKILLS**

* SLA Management
* Capacity Planning
* Performance Analysis
* Knowledge Of Windows, Server, Linux, Networking , Cyber Security
* Database Management
* Incident Management
* Digital Marketing
* Infrastructure Management
* Disaster Recovery Implementation
* Prepare Technical/ Functional Documentation, Troubleshooting
* Time Management.
* Communication
* Adept New Technology
* Data Analyst
* Business Relationship Manager
* Basic Knowledge of google analytics

**REFERENCES**

References available on request