

Rabindra Kumar Shankar

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Career Objective:

I am looking forward seek to join an organization which will give me the professional growth so that I can grow with my company.

Summary: 10 Years of Experience in System Engineer/Team Leader in IT industry

Having over all 10 years of experience in Hardware support, System administration, and Network Support.

- Current industry : Cinema Industry (PJP Cinepolis)
- Current Designation : IT & Projection Supervisor (05 Mar 2018 to till date)
- Current location : Jamshedpur

- Former Industry : FSPL (Future soft Solution Pvt. Ltd.)
- Designation : System Engineer (01 June 2017 to 28 Feb 2018)
- Job Location : Jamshedpur

- Former Industry : ASPL Info Services Pvt. Ltd.
- Designation : System Engineer (08 June 2015 to 30 May 2017)
- Job Location : Jamshedpur

- Former Industry : Goyal Infotech
- Designation : Executive Sales & Services (26 June 2012 to 11 April 2015)
- Job Location : Kharagpur (W.B)

- Former Industry : Neveah Technology Pvt. Ltd.
- Designation : Services Engineer Cum Sales Executive (01st June 2011 to 20 May 2012)
- Job Location : Kharagpur(W.B)

Current Role & Responsibilities:

- **Assets Management:** Port wise tracking of all IT Assets.
(Responsibility of entire IT Assets used on Client end and updating the Customers with details)
- **Vendor Management**
(Coordinating with Vendor for any Assets issue, to provide proper Utilization of Assets to clients)
- Handling calls of corporate users Laptop, Desktop and provide end point resolution.
- Providing a Single and central point of contact for every IT related concerns.
- Creating, Assigning and Managing SLA based on HP Service Desk Tool and Update the status of service Calls to the client on regular basis till closure.
- Ensuring every issue will resolve in given SLA.
- Driving an incident towards closure by getting involved in conference chat and calls.
- Auditing raise tickets as per Quality Template given by client.
- Handling Escalated Clients calls and resolve their quires on sight.
- Handling calls on different client based applications (Such As. TIPPS, Siebel, CRM and Cisco application).

- Desktops and laptops Antivirus patch deployment and antivirus Adaptation (Symantec & MacAfee product).
- Having Working experience in Voice based application.
(Such As. Avaya Softphone/Hard phone, Cisco IP Softphone Harmony, and CMS)
- Configuring Mails (MS- Outlook: 2003 & 2007, 2010 , 2013,Web-Mails)
- Recovering corrupted PST or deleted mails and folders.
- Keeping track of License Software used at client locations.
- Responsible for updating client with Assets details, Store details, Hardware replacement details and vendor issue details on daily basis.
- Updating the status of service calls to the customer on daily basis.
- Providing Desktop Level Support both H/W and OS level.
- Troubleshooting local issue Desktops, Laptops by remote session and Net-meting sessions.
- Having Experience inAntivirus (Symantec Endpoint Protection) installation ,Managing & Troubleshooting
- Has an overall experience of 7 years in Implementation, Installation and managing and support activities of LAN
- having experience on Routing Protocol (TCP/IP, RIP, EIGRP , OSPF,)
- Experience on monitoring tool (HP Open view, Ping monitoring).
- Having Experience on configuration and T-Shoot of Routing Protocol (EIGRP, OSPF).
- Work Experience on Cisco Router & Switches (Router -2851 series) & (Switch 2960, 3750 series) Configuration & T-Shoot.
- Having working experience on Windows products: Win7/Vista/XP/2003, 2003, 2010 & 2016 servers.
- Having working experience in Retailing Software (Vista)Installation, Configuration managing ,T-shoot, POS Machines
- Having working Experience in SQL 2017, 2016
- Managing local Network issues: Ensuring connectivity's with Switches & Firewall (Fortigate 30 E)
- Preparing Team roasters and working on a shift roster to support customer systems.
- Following up with engineers to understand daily issues call patterns. And coordinating with concerned team to resolve
- Giving proper Key training to new team members and updating with all the activities, Rules & service agreements.
- Proper escalation for any application issues to proper team to reduce impacts on process.
- Mapping Business Requirements and working as a SPOC between client and my company.

Role & Responsibilities handled:

- Handling all types of Desktop, Laptop, Printer HP Servers (HP / 860890-375) Switch-HP / HPE OFFICE CONNECT 1910 SERIES and network related issues.
- Handling Digital Display (Thin Client) Client & Server (PADS-4)
- Installing and managing device, Laptop, Printer and network devices (Switch ,Firewall ,Win Servers ,)
- Installing and Managing (Windows XP, 2007, Win 8.1, Win 10) O.S
- Managing the Assets detail

Achievements:

- Received appreciation mails for providing Quick resolution and better Services from TATA BSS(Client)
- Received **WOW** Awards from TATA Business Support Service Limited

Education Credentials:

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| ➤ B.Com | S.P.U | 2020 | Pursuing |
| ➤ 12TH) | N.I.O.S | 2008 | 45 % |
| ➤ 10 th | N.I.O.S | 2006 | 48 % |

Professional Credentials:

- Completed **certification** on CCNA. (From IIHT Jamshedpur)
- Completed **certification** on CCNP. (From IIHT Kolkata)
- Completed **certification** on A+(Hardware) (From IIHT Jamshedpur)
- Completed **certification** on N+(Networking) (From IIHT Jamshedpur)
- Completed **certification** on Diploma In Information Technology (Visual Basic/Visual /FoxPro/C,C++ /Internet Concepts) (From ICC Kharagpur)

Personal Profile:

Father's Name	:	N .L. Shankar
Date of birth	:	8-10-1989
Gender	:	Male
Marital status	:	Married
Language known	:	Hindi and English
Permanent Address	:	Sonamukhi Jholi Bagal Para near shiv mandir Kharagpur Pin- 721306, Post- Hijli, Dist- Paschim Midnapur St-West Bengal

Date: 07/10/2021

Place: Jamshedpur

(Rabindra Kumar Shankar

