

Resume

Dipankar Santra

S/o : Ananda Santra
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D.O. B : 18th Feb 1989
Language Known : Bengali, English, Hindi
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Summary of Skills:

Complete knowledge of computer hardware and networking technology. Skilled in installing, maintaining, and supporting IT equipment's and connectivity. Knowledge of MS Office Suite and printer setup and maintenance. Expert in troubleshooting HP, Dell, and Acer, Lenovo PCs and Laptops. Ability to build custom computers and repair computer peripherals. Excellent diagnostic abilities on all platforms. Strong customer service and communication skills.

Work Experience:

Manager-IT & MIS

dipankar.santra@janakalyan.net

Janakalyan Financial Services Pvt Ltd

Job Experience 7years running



I have jointed this Organization from inception on 5th Sep 2016 as Assistant Manager-IT & MIS designated.

- ✓ Manage IT & MIS department
- ✓ Plan, organize, control and evaluate IT and electronic data operations
- ✓ Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance
- ✓ New features implement and coordinate systems, policies and procedures
- ✓ Ensure security of data, network access and backup systems
- ✓ Act in alignment with user needs and system functionality to contribute to organizational policy
- ✓ Identify problematic areas and implement strategic solutions in time
- ✓ Audit systems and assess their outcomes
- ✓ Preserve assets, information security and control structures
- ✓ Handle annual budget and ensure cost effectiveness
- ✓ As per industry norm's compliance data supply to SRO.
- ✓ Lenders meet's and required MIS data supply as required by the management.
- ✓ Bureau data submission on regular basis to all CICs like Equifax, Highmark [CRIF], TransUnion [CIBIL], Experian.
- ✓ Manage IT partners and AMC, Support, Service etc of Using Application, Webmail, Website, Social Media.

- ✓ Manage digital payments channels like QR Scan & Pay, BBPS, AEPS, UPI Autopay
- ✓ Purchase IT Assets and also ensure that to maintain proper Fixed IT Asset registered
- ✓

Work Experience:

Asset Manager-IT

dipankar.santra@jagaranmf.com

Jagaran Microfin Pvt Ltd.

Job Experience 4years 7th months



I have join this organization as Senior Executive-IT

- ✓ Assembling & disassembling of computers and laptops, maintaining different hardware devices.
- ✓ Installing, maintaining, & troubleshooting of LAN using switch & hub.
- ✓ Configuring and Installing internet connection, Managing & troubleshooting local Printer & Network printer through Server,
- ✓ Configuration and troubleshooting of mail clients MS Outlook/Outlook Express/Gmail Server and Mail of IOS.
- ✓ Troubleshooting the Laptop & Desktop problems using remote access service like Team Viewer, Any Desk and Remote Desktop Connection,
- ✓ Installing configuring software including MS SQL.
- ✓ Managing and troubleshooting Networks Setup –Crimping & Punching.
- ✓ Managing user's data backup.
- ✓ Managing and taken SQL data base backup and restore local testing server.
- ✓ Credit Bureau Bulk report generate through Batch Module (Equifax, Highmark)
- ✓ More the 40 branches providing the Software, Hardware & Networking supports, Branches area at multiple State (West Bengal, Bihar, Odisha, Jharkhand)
- ✓ Providing IT Support of IDBI BC Portfolio

Work Experience:

Asset System Administrator-IT

NSB BPO Salutations Pvt Ltd.

Job Experience 9th months



- ✓ Assembling & disassembling of computers Installing, maintaining different hardware devices.
- ✓ Installing, maintaining, & troubleshooting of LAN using switch & hub.
- ✓ Configuring internet connection, Installing, Managing & troubleshooting local Printer & network printer through Server, Installing, Configuring and troubleshooting of mail clients (MS Outlook/Outlook Express/Gmail Server).
- ✓ Troubleshooting the Laptop & Desktop problems using remote access service like Team Viewer, Any Desk and Remote Desktop Connection, Installing configuring administrating software application
- ✓ Troubleshooting internal network issue, Looking about 30+ systems
- ✓ Managing and troubleshooting Networks Setup –Crimping & Punching.
- ✓ Managing user's data backup.

Education:

- Pursuing MBA in IT & Marketing from IIBM.
- BA in 2011 from Burdwan University
- Higher Secondary – West Bengal Council of Higher Secondary Education – 2009
- Madhyamik - West Bengal Board of Secondary Education – 2005

Professional Qualification:

- Advance Diploma in Computer Hardware & Networking Professional (MAHAN) -18 months from LCA (Lalani Computer Academy)-Burdwan.
- Diploma in Information Technology Application (DITA) – 12 months from Youth Computer Training Centre – Burdwan.
- Completed Certificate Examination for Business Correspondents from IIBF (Indian Institute of Banking & Finance).

Hereby declare that all the details mentioned above are in accordance with the truth and fact as per my knowledge and I hold the responsibility for the correctness of the above-mentioned particulars.

Date:

Place : Kolkata

Dipankar Santra

Signature

Dipankar Santra