SUBHABRATA CHAUDHURI

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Objective

I am interested in pursuing a career as **Senior System administrator/IT Manager /IT Operations/Project coordinator/IT service delivery** *and* *would like to contribute significantly towards achieving the company goals in addition to the opportunity to sustain a progressive career growth.*

Experience Summary

- Total experience of 10 yrs 4month
- Experience in System administration, Operations, SAP Basis
- IT Networking, IT Project Management, IT Operations
- Experience with Seqrite Endpoint & Sophos XDR Firewall administration support
- IT Asset Management,KYC ,IT audit, IT SOX Compliance process, management testing, SLA, IT budgeting .
- Payments, QR code , ATM Coin & Ticketing Kiosk
- Information Security, IT Governance, Risk and Compliance, IT Service Management
- POS/EDC management, Paymant Gateway, EDC apk testing, Kiosk apk testing,
- Experience in handling Vendor Management ,IT Asset Management , Ticketing & ATM Cash coin Kiosk , IT audit, IT SOX Compliance process, management testing, SLA, IT budgeting International and national client handling, Team handling .
- Experience in installation, maintenance & support for Highrise ERP, SAP BW basis production support, CRM ,Windows server and windows client support.
- Presently working as IT Manager: System Administration

System Administrator Experience

Company Name   : Pancy Nirmans Private Limited
Employment Period: Dec 2020
Role: IT Manager at Damodar Ropeways and Infra Limited
Solution Environment: Windows 2016 server, Highrise ERP ,DRIL Online ticketing server, Vembu Backup ,NAS ,Ticketing & ATM Cash coin Kiosk, POS machines, Gsuite, Zoho mail, Network Solutions, Seqrite endpoint, Sophos Firewall ,Hikvision Network Video recorder, Hikvision dome and bullet IP camera for CCTV, Hikvision Cloud storage ,POE switch,Ethernet unmanageable switches, ESSL Biometric , CP Plus Biometric, Matrix Cosec, Clappia

- ➢ Installation and configuration of Windows 2016 server.
- ➢ User Management (Active Directory),Certificate management, WDS server
- ➢ User management, Role management, Security management of Highrise ERP
- ➢ Support for Highrise ERP different modules like Engineering, HR,Site, Purchase
- ➢ Seqrite Endpoint & Sophos XDR Firewall administration
- ➢ SSL /IPsec configuration on Firewall.
- ➢ Windows Server backup, Vembu backup & NAS administration.
- ➢ Installation, Configuration of Zohomail, Gsuite
- ➢ Installation, configuration support for Ricoh Network printer

- ➢ Support for Bitrix 24 ticketing CRM
- ➢ Support for Alfresco Document management software
- ➢ Support for Matrix Cosec, CP Plus biometric
- ➢ Support for DRIL Clappia app mobile & Web apps

Project 1: EDC & Online ticketing for DRIL Ropeways
- ➢ Responsible for creation of project scope documentation.
- ➢ Responsible for testing DRIL android based apps, web ticketing link for DRIL
- ➢ Responsible for overall system administration duties for 10 sites of DRIL.
- ➢ Coordination with Max mobility, Yes bank, Cashfree(Gateway partner), Ezetab (EDC partner)for technical, functional and financial aspects.

Project 2: Ticketing and Cash ATM kiosk for DRIL Maihar
- ➢ Responsible from project blueprint stage to commissioning of ticketing and cash kiosk.
- ➢ Responsible for vendor search, technical discussion, quote analysis and negotiation for kiosk project.
- ➢ Responsible for testing kiosk apps
- ➢ Coordination with Phoneix Microsystem, Kissan E services ,ICICI bank, CashFree Max mobility

Project 3: Responsible for Network, Audio, Biometric for 7600 sq ft office space at Constantia Building, Kolkata.
 Project 4: Responsible for configuration of QR code based online ticketing for Federation of Indian chamber of commerce and industry (FICCI) FLO Kolkata chapter .
Project 5:Server Capacity planning & cloud hosting of ticketing server.

Company Name: PRIME INFOSERV LLP
Employment Period:4 March 2020 to 1 Oct 2020.
Role: Senior customer support engineer

Project : METRONIC ENGINEERING PVT LTD, NSCBI Airport System Upgrade
        Solution environment: Windows 2019 server,2003 server,2012 server Windows 10,Oracle 12 C,D Link POE manageable switch, Ethernet unmanageable switches, Hikvision Network Video recorder, Hikvision dome and bullet IP camera for CCTV,
Hikvision Cloud storage

- ➢ Installation and configuration of Windows 2019 server.
- ➢ User Management (Active Directory)
- ➢ Configuration of backup for Windows 2019 server
- ➢ System upgrade from Windows 2003 server to 2012 server
- ➢ Volume licence management
- ➢ Windows Deployment Server (WDS)
- ➢ Installing Device, Drivers, workstations, servers, laptops.
- ➢ Installing and commissioning of CCTV camera
- ➢ Installation of Oracle 12C

Project :Network performance and configuration audit of ITC Group hotels for SIFY Technologies
        Solution environment :Cisco switches, Zoom access.

- ➢ Coordination with ITC group hotels, SIFY technologies.
- ➢ Completed data fetch using remote access from ITC group hotels.

➢ Network performance and configuration audit

Company Name: DAV Public School ,MTPS Mejhia.
Employment Period:24 April 2017---April 2018.
<u>**Primary   Role: System Administrator**</u>
<u>**Secondary Role: Operations**</u>
Solution environment: Windows 2008 server, windows 7,windows8, Windows 10,E-Scan, E-trust, Avast antivirus and firewall, D Link POE manageable switch, Ethernet unmanageable switches, Hikvision Network Video recorder, Hikvision dome and bullet IP camera for CCT,DNS,DHCP,FTP,SSTP

➢ I am responsible for maintaining the Network Infrastructure, Installation and Configuration of Windows servers for optimal performance, network client workstation, managing local, domain wide groups, providing enterprise security and updating LAN.
➢ User Management (Active Directory)
➢ Handle issues related to windows OS clients
➢ Handling Outlook related issues.
➢ Designing the backup strategy and ensuring scheduled /unscheduled backup as per backup plan and restoration.
➢ Installing Device, Drivers, workstations, servers, laptops.
➢ Managing IP allocation and ensuring minimal downtime of machines.
➢ Responsible for implementation and commissioning of CCTV camera.
➢ Responsible for CCTV Backup using NVR.
➢ Configuration of Hikvision Cloud storage.
➢ Installation and Maintenance of online school CRM.
➢ DFS
➢ SSL VPN server
➢ FTP server
➢ Windows Deployment Server (WDS)

Operations

➢ **Vendor Coordination**: Responsible for coordinating with multiple private sector vendor for Payment gateway, Web server and CCTV commissioning and support.
➢ **Vendor Compliance**: Responsible for reviewing and approving vendor compliance to the work agreement.
➢ **Software compliance management :**Responsible for identifying & verifying software assets and maintaining purchase & license records.
➢ **Coordination with public sector enterprise** DVC (Damodar Valley Corporation) departments for facilitating clearance for CCTV implementation on the campus.

2.Company: Infosoft
Employment Period: April 2004 – June 2006
Primary   Role:System Administrator
Secondary Role:Operations
Client:Cyber Research & Training Institute Burdwan
Solution environment: Windows 2003 Server, XP, Vista, E-Scan, E-trust antivirus and firewall, Network components, Operations

➢ I was responsible for maintaining the Network Infrastructure, Installation and Configuration of Windows servers for optimal performance, network client workstation, managing local, domain wide groups, providing enterprise security and updating LAN.

- ➢ Designing the backup strategy and ensuring scheduled /unscheduled backup as per backup plan and restoration.
- ➢ Installing Device, Drivers, workstations, servers.
- ➢ Managing IP allocation and ensuring minimal downtime of machines.
- ➢ Disk Space management to optimize the server utilization.
- ➢ Configuring firewalls, configuring E-Scan Corporate edition, E-Trust Corporate.

- ➢ Install, upgrade Anti-Virus software E Scan and E –Trust..
- ➢ Suggesting improvements in the operations and process to make the system foolproof.

- ➢ Responsible for LAN cabling and commissioning of 200 computers at various client location at Cyber Research and Training institute and other clients.
- ➢ Responsible for static ip implementation in campus.
- ➢ Regular coordination with BSNL, D-Link, HP, ACER India, Wipro technologies, APC, Micro Technologies was regular within my routine work
- ➢ Scrutiny of tender for increasing number of network ports in campus.
- ➢ Planning, Coordinating, Controlling workshop for System administrators
- ➢ Preparing IT Budget
- ➢ IT Audit.
- ➢ Project Management
- ➢ IT Vendor Management
- ➢ Preparing IT stock statement, reports

Operations

- ➢ **Vendor Coordination**: Responsible for coordinating with multiple private sector vendor for laying of network cables and preparation of cubicles ,college computer lab.
- ➢ **Vendor Compliance**: Responsible for reviewing and approving vendor compliance to the work agreement.
- ➢ **Coordination with public sector enterprise** BSNL departments for facilitating clearance for getting static IP address for the college for Focus on Web ERP implementation in campus.

- ➢ **IT Asset Purchase Management**: Responsible for purchase of IT assets.
- ➢ **Warranty and AMC Management:** Responsible for all AMC required in campus for hardware and software products.

SAP Basis Experience

1 Collabera
Client: IBM Kolkata
 Solution environment: Windows 2003server,2008server,Windows 7, Oracle(10g), SAP, Solution Manager, BW3.5
Period:November 2009- Jan 2011

Role: a. **BW Basis support for British Petroleum**
- Monitoring Active Users & Work Processes
- Work Load Analysis
- Checking Failed Updates
- Client Export/Import
- Checking Short Dumps, Background Job logs
- Checking Lock Entries & Alerts
- Monitoring Background Job

- Source system connection check, creation, restoration
- Single point of contact for all transports on multiple production stacks.
- Monitoring using SAP solution manager
- Adding new controls for monitoring in solution manager.
- Responsible for monthly Sox activities, yearly audit.
- Reorganisation of tables
- Index Rebuild
- SAP parameter change
- Online Backup, update stats, check db
- Table maintenance
- EWA analysis
- Quarterly change of database password
- BW refresh
- Patch Administration & Kernel Upgrade
- Sap note assistant
- IT audit, SOX
- Project Management maintaining SLA.
- Coordination with BP clients across geographies.
- Team Management

Role: a. **BW Basis support for British Petroleum**
Roleb**asis Developer for IBM third generation tool NGT**
The Project dealt with implementation of solution workbench tool a third generation IBM tool in client systems and working on it to successfully transfer BP SharePoint documents to SAP solution manager.
- Activation of BPH surveyors
- Surveyors Customization
- SharePoint configuration management activities
- Import from BP SharePoint and export to SAP solution manager using solution workbench.
- Transport of TR request being generated after successful completion of report generation.
- Client Liaisons
Defect monitoring

2 PS **System Inc**
Client:Manjilas Group
Solution environment:Windows2003server, Oracle(9i), SAP.
Period: July 2006-Nov2009
Role: ERP Technical Consultant for client Manjilas group

- Managing User Master Records.
- Locking & Unlocking Users
- Removal of T-Codes from profile.
- Authorization Trace (SUIM, SU53) & Debug Utilities
- Work Load Analysis
- Checking Failed Updates
- Checking Short Dumps & System Logs
- Checking Lock Entries & Alerts
- Monitoring Background JobsInstallation of SAP R/3Version 4.7E, ECC 5.0, ECC 6.o on Windows 2003 Server with Oracle 8i, 9i, 10g as DATABASE
- Collection of Various OSS Notes for Troubleshooting

- Defined New Printer on SAP level
- Monitoring & Controlling Spool Requests
- post-installation,
- User and roles maintenance,
- Client creation and maintenance,
- Transport management system,
- Backups

Global Certification

- Microsoft Certified Professional > Passed MCP exam 70-290, Managing & Maintaining Microsoft Windows Server 2003 Environment

- Passed MCP exam70-291 > Implementing, Managing & Maintaining Windows Server 2003 Network Infrastructure.

Technical Qualification

- Prisma Access SASE security from PALO Alto Network
- Fundamentals of Digital Marketing from Google Digital .
- Passed N+ from IIHT
- Passed CCNA from IIHT
- Passed Certificate Course in Information Technology from CMC

Personal Details

Date of Birth	30th June1978
Nationality	Indian

Qualifications

- EMBA –IT from IIBM Institute of Business Management.2012
- Passed B com from University of Calcutta in 2001.
- Higher Secondary examination from West Bengal Council for higher secondary education in1998.
- Passed secondary school examination (AISSE) in 1996 from DAV Model School, Durgapur.

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