

AA

Anindya Acharya

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- **Accessible, positive and deadline-focused Service Desk Engineer with 3.5 years of experience working with teams in busy environments.**
- **Worked with Enterprise Support team for Major Incident Management.**
- **Provide consistent communications in scope of the process and services.**

Work Experience

IT Service Desk Engineer

11/2019 to Present

Franklin Templeton
Hyderabad

- " Incident management / Service Desk management
- " Looking after day to day activities of Incident management covering Global Users
- " Monitor progress of incidents through to resolution, intervening where necessary to prevent delays / highlight issues / excessive re-assignment. which Includes Major and high priority Incidents, Planned/ Unplanned outages,
- " Taking care of day to day Incident Management activities.
- Modifying Office 365 Issues
- troubleshooting on Shared Drive. System Slowness issues
- Guiding to establish VPN, VDI, MDM process.

IT Service Desk Engineer

09/2018 to 06/2019

Cognizant
kolkata

- " Daily tracking of pending tickets and follow-up with the End User and Tech.
- " Liaising with onshore team for project related activities.
- " Handling P1, P2 and major incidents which are having global impact.
- " Ensuring that all the communication related to P1 & P2 is sent to the client team and senior management.
- " Ensuring that P1 and Major Incident management procedure is followed by the team without any lapse.
- " Arrange & co-ordinate conference calls during P1 & Major Incidents.
- " Engage the right teams during all the high priority issues.

Service Desk Engineer

08/2016 to 09/2017

Accenture

Kolkata

- " Align with Quality Manager to find the process improvement areas.
- " Ensuring minimum breach of tickets.
- " Helping other process managers like Change and Problem Manager.
- " Suggestions on service improvement and performance improvement.
- " Manage Users and Resources in Active Directory

Repair Engineer

09/2015 to 03/2016

IQOR Global Service India Private Limited

Kolkata

- " After marketing services of electronics devices (Rectifier, Mobile, STB)
- " Entry level screening of electronic equipment
- " Testing, Soak, Boot load , Issue diagnosis ,Validation, Software update of units
- " L3 repair of PCB of STB, Mobile and Rectifier
- " Quality check
- " Day to day ESD measurement.

Skills



Incident Management / Service Desk Knowledge

Reviewing records & Time management

Client Relations & Complete awareness of team culture and ability

Active Directory Experience & Major Incident Management

Education



MAKAUT/WBUT

Bachelor's

Electronics & Telecommunication Engineering

Kolkata

WBSCTE

Other

Diploma in Electronics & Telecommunication Engineering

Kolkata

WBCHSE

High school or equivalent
Bio-Science
Kolkata

WBBSE

Other
Secondary
Kolkata

**Certifications /
Licenses**



Electricity Distribution

01/2015

Industrial training on electricity distribution from Howrah communication unit.