Dibyendu Mahatha

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Mission Statement

To be associated with a progressive organization which can provide me with a dynamic work sphere to extract my inherent skills as a Professional, use and develop my aptitude to further the organization's objectives and also attain my career targets in the progress.

Employment Details

1. I am currently working in Poornam Info Vision in Kochin, Kerela as Software Engineer

JOB RESPONSIBILITY

- SSL certificate management , knowledge about IIS models
- Providing thorough support and problem resolution to customer through live chats.
- Troubleshooting customer Web hosting issues including website, database, server, DNS and Email issues.
- Trained with senior system engineers to enhance my personal technical skills as a Technical Support Engineer and learned internal process for escalating cases and approving or denying handovers to specific verticals.
- • Assisting customers to resolve any website related issues like htaccess issue, PHP configurations issues, theme or plugin issues, email or contact form issues.
- Research client's issues in a timely manner and follow up with the customer with recommendations and action plans.
- Utilize previously acquired technical experience to become actively involved in day-to-day technology team to meet schedules and resolve problems.
- Maintain client relationships for business and help the sales team in achieving target.
- Ability to learn technical details of Bluehost, Justhost and Hostmonster product portfolio and apply that knowledge effectively to sell the hosting product to the customer.
- Well versed with the concept of Name Servers, Hosting Websites, DNS records, Email Services including POP and IMAP, FTP and SSH protocols, website migration, database migration, SSL.
- Good knowledge of various website issues, various website builders like WordPress, weebly etc and various email clients like webmail, outlook, MAC mail etc.
- Specialized in installing Wordpress website and have excellent ability to troubleshoot Wordpress website issue.
2. Worked in Diya Systems in Mangalore from December 2017, as a **LEvel 2 Technical Support Engineer**

3. Worked as Electrical Site Engineer for various work site in MILITARY ENGINEERING SERVICES (MES) Under Biswas and Kundu Construction (From October 2016 to November 2017

Technical Skills Summary

- Operating Systems: Windows 2008 and 2012 Server
- Good knowledge on Linux, SSH
- Language: C and Basic Phython
- Database: SQL Server 2008
- Basic Hardware/Software Troubleshooting
- SSL certificate management , knowledge about IIS models

Project ,Intern& Seminar Snapshot

- Design and implementation of a zero voltage DC-DC boost converter for power transmission using PV cell

- June 2015 – July 2015 – NTPC Vindhyachal–Overview of Generation of power in thermal power plant

- Attended seminar on Thermal Power Generation Technology conducted by NPTI

Achievement and Recognition

- 3rd in Arduino line follower at NSHM Knowledge Campus , Durgapur

- Participated in Terrific 2 AAROHAN 2013 at NIT Durgapur

Educational Qualification

- B.Tech (EEE) (West Bengal University)-2016-8.07 (CGPA)

- 12th (Bengal Board)-2012-67%

- 10th (Bengal Board)-2010-73%

Hobbies

- Playing table tennis and Cricket.
- Watching Movies and Listening Music.
- Traveling

Personal Details

- Date of Birth: 16th March 1995
- Linguistic Abilities: English, Hindi & Bengali
- Marital Status: Single
- Current Address: Room No. 213; Happy Home 2. NEar Sabi Mart, Chittattukara, SeaPort Airport Road, Kochin, Kerala - 682030
- Permanent Address: Village and Post – Chatarmahul; Dist – Purulia; State – West Bengal; 723145

Place: Kochin   **DIBYENDU MAHATHA**
Date: