**CURRICULUM VITAE**

**Name- Tridib Majumder**

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**B.Tech. in Information Technology**

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**Alternate Email ID:** [**tridib.m2019@gmail.com**](mailto:tridib.m2019@gmail.com)

Certified in Business Communication Skills

AXELOS Certified ITIL V3 (2011) Foundation Professional

# # CAREER OBJECTIVE:

#### Intend to build a career with leading corporate of hi-tech environment with committed & dedicated people, which will help me to explore myself fully and realize my strength. I am willing to work as a key player in a challenging & creative environment for the organizational growth.

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**#Professional Summary:**

* Have 3.5 years of experience on working as Senior Technical Operations Engineer/IT Service Desk (L2), Network Infrastructure Support/system Administrator.
* Hands on Experience on working with clients across UK, USA, Australia and Mexico through assisting end users as Remote Support Engineer.
* Good communication skills/Customer service skills.
* Good Implementation knowledge of managing, and troubleshooting network infrastructure devices including wireless access points, DNS, HTTP, Firewall, Routers, Switches, Controllers.
* Good understanding of LAN/WAN and Network troubleshooting.
* Good working knowledge of Windows Active Directory, LDAP and cloud operations.
* Good Implementation knowledge of networking software configuration, OS installation/update, remote support, Desktop troubleshooting.
* Hands on Experience on open-source backup and recovery tools.
* Working knowledge on Incident/change management.
* Good Implementation knowledge of the principles of Object-oriented Programming (OOP), connecting to SQLite Database, Developing a GUI with PyQT and Application of Python in Various Disciplines.
* Ability to think through problems and visualize solutions.
* Hands on Experience on gathering, analyzing, preparing reports required by the technical team leaders and senior management are produced in a timely manner.
* Sound knowledge of ITIL V3(2011).
* Good team player and committed to quality.

**#Work Experience:**

* Technical Operations Analyst **at Concentrix India Services Pvt. Ltd.**
* Service Desk Analyst at **Cognizant Technology Solutions (**Contractual**)**
* Network Administrator at **HDFC Bank Ltd.**
* Associate -Technical Operations a**t IBM India Pvt. Ltd.**

**# TECHNICAL KNOWLEDGE PURVIEW:**

**1. Programming Languages :**

1. Python Programming

**2. Subjects of Interest:**

1. ITIL V3(2011)
2. Data Communication & Networking Protocols
3. Salesforce CRM

**3. Operating Systems:** Redhat Enterprise Linux 6.7 (Santiago), Windows server 2003/2008/XP/7/10

**4. Tools Handled:** MS Word 2007/2010/2013/2016, MS Excel 2010/2013/2016, MS Power Point 2007, ServiceNow® (ITSM) software, BMC remedy ticketing tool, Remote Desktop applications ,Netcool(Console ops) ,IBM SYSTEMS DIRECTOR,IXP and IDASH, ISM (Ticketing Tool), Autosys(For job scheduling purposes in mainframes system), Salesforce Marketing Cloud Connect Enterprise 2.0.

**5.** Hands-on experience of handling Dropbox, Google Cloud, Google Workspace (G Suite), SolarWinds Network performance tool.

# # ACADEMIC DETAILS:

* **B.Tech** in Information Technology from West Bengal University of Technology, West Bengal, India.
* **12th Standard** from WBCHSE, West Bengal, India.
* **10th Standard** from WBBSE, West Bengal, India.

**# TRAINING DETAILS:**

* Certification on Advance Excel from Internshala

**Start Date:** 01-Jun-2019

**End Date:** 01-Jul-2019

* Certification on ITIL V3 (2011) Foundation from AXELOS

**Start Date:** 01-Oct-2018

**End Date:** 27-nov-2018

* A six weeks online summer training on Programming with Python from Internshala

**Start Date:** 01-Jun-2018

**End Date:** 12-July-2018

* A four weeks online summer training on Business Communication Skills from Internshala

**Start Date:** 15-Jun-2018

**End Date:** 12-July-2018

* An ongoing training on CCNA

**# PERSONAL DETAILS:**

**Date of Birth :** 04.12.1990 (DD/MM/YY)

**Gender** : Male.

**Permanent Address:** 60, Mustafi para,Sunity Road By lane,P.O.+ DIST.Coochbehar,West

Bengal, India, Pin-736101.

**Marital Status** : Unmarried.

**# STRENGTHS AND ABILITIES:**

* Good Team-worker.
* Love to take up new challenges.
* Confident about myself and my ability.
* Can easily accustom to new environments and situations.

**# SPECIAL INTERESTS:**

* Listening to Music.
* Reading Newspapers and current affairs.
* Singing.
* Sketching.

**# DECLARATION:**

I hereby solemnly affirm that the above information is true to the best of my knowledge and understanding.

**Place:** Bangalore

**TRIDIB MAJUMDER**

**Date:** 02-Mar-2021