

WORK EXPERIENCE



RAJDIP MONDAL

EUC Engineer

DOB: 08 April 1989

HIGHLIGHTS

IT Infra Administrator with 10+ years of experience in system maintenance and server infrastructure/data-center operations management.

Proven track record of success in developing, deploying, and evaluating systems to improve uptime and efficiency.

CERTIFICATE



CONTACT

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TATA CONSULTANCY SERVICES LTD

EUC Engineer (SEP 2021 – Present)

- Troubleshoot software-related issues in the user's Laptop, Desktop, or Virtual machine.
- Deploy using AD server and configure in-house or external applications (like MS Office, Adobe, etc.).
- Creating Knowledge Based articles based on troubleshooting steps.
- Transferring Technical knowledge to the newly joined EUC engineers.

MATRIMONY.COM LIMITED

Technical Support Specialist (OCT 2020 – SEP 2021)

- Driving IT Infra projects to secure our IT environment with my team.
- Software Deployment and Patch Management using Desktop Central Application.
- Creating IT Infra Security report with the help of Desktop Central and submitting the same in the Board Meeting for IT Audit purposes.
- Managing ManageEngine Asset Explorer Server and creating the Asset Report for the IT Audit.
- Integrate Asset Explorer with our HRMS to assign the assets in HRMS itself.
- Maintaining Kaspersky Endpoint Central Server.
- Creating Group Policies and Browser Policies with the help of Desktop Central Server.
- Maintaining Employee monitoring applications called ProHance and Force Point DLP.
- Implementation of Data breach protection and Remote Wipe using an Enterprise Security application called DriveStrike.

System Administrator (L2) (JAN 2014 - OCT 2020)

- Oversaw and maintained a 15+ mixed server environment, including Windows, and Linux, while ensuring 99.9% uptime.
- Troubleshoot Windows and Linux Servers.
- Configure FortiGate Firewall for LAN security.
- Configure LDAP-based VPN client in all the user's systems.
- Resolving LAN network issue.
- Coordinating with ISP for any WAN issue.
- Configure and maintain ViCi Dial (Asterisk) Server.
- Resolved server configuration problems, wrote scripts to ensure smooth server/reboot functioning, and assisted with various Linux-based inquiries and concerns.
- Administered LAN of 250 users and 15+ servers.

AUROMATRIX HOTELS PVT. LTD., CHENNAI

(JULY 2012 – JANUARY 2014)

Designation – IT EXECUTIVE

- Active Directory Windows Server 2008.
- Maintenance of Exchange server 2010.
- Updating & maintaining the corporate and our unit websites.
- Maintenance of Symantec Endpoint Anti-Virus.
- Maintenance of Dell SonicWALL.
- Installation of Operating System in User's Systems.
- Troubleshoot printer and UPS.

ACTIVITIES AND INTERESTS

Badminton • Environmental conservation • Art • Hiking • Fishing • Traveling

EDUCATION

MASTER OF BUSINESS ADMINISTRATION

INDIAN SCHOOL OF BUSINESS ADMINISTRATION AND MANAGEMENT
(2013 – 2015)

DIPLOMA IN ELECTRONICS AND COMMUNICATION ENGINEERING

DIRECTORATE OF TECHNICAL EDUCATION, GOVT. OF TAMILNADU
(2007 – 2010)

KEY SKILLS AND CHARACTERISTICS

- Strong interpersonal & communication skills
- MS Office Suite
- Ability to work collaboratively as part of a team
- Problem Solving
- Leadership
- Meticulous attention to detail
- Excellent Organizational skills
- Poised under pressure
