

RESUME

Ankita Roy

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OBJECTIVE:

To work in an organization where I would be able to contribute to the organization's growth and profitability with my skills and in turn, I will get opportunities for growth to build a promising and successful career.

SUMMARY:

- 3 years of oriented IT Infra experience.
- Bachelor of Computer Applications from Syama prasad Institute of Technology & Management.
- Proficient in grasping new technical concepts and utilizing them in an effective manner.
- Effective communicator and team player with strong analytical problem-solving abilities.
- Abilities in handling multiple priorities and a genuine interest in personal and professional development.

TECHNICAL SKILLS:

Infrastructure Platform, Windows: -

- ❖ Basic understanding of networking concepts (e.g., IP addressing, subnets, routing, and switching)
- ❖ Familiarity with network hardware (e.g., routers, switches, access points)
- ❖ Experience with network troubleshooting and diagnostics
- ❖ Basic knowledge of TCP/IP protocols and OSI model
- ❖ Proficiency in using network tools (e.g., ping, traceroute, ipconfig)
- ❖ Understanding of network security fundamentals (e.g., firewalls, antivirus software)
- ❖ Strong problem-solving and analytical skills
- ❖ Ability to work independently and in a team environment.
- ❖ Deep knowledge of providing support to application configuration.
- ❖ Streamlined client support operations by integrating service Now, reducing average ticket resolution.
- ❖ Strong ITIL knowledge, IT service management, Incident response, service management, change management.
- ❖ Basic understanding of Windows operating systems (Windows WorkStation and Server)
- ❖ Familiarity with Windows installation, configuration and security patching.
- ❖ Experience with troubleshooting Windows-related issues.
- ❖ Knowledge of basic Windows administrative tools (e.g., Device Manager, Disk Management)
- ❖ Understanding of user account management and permissions.
- ❖ Proficiency in using Windows command-line tools.
- ❖ Basic knowledge of Windows security features (e.g., Windows Defender, firewall settings)
- ❖ Understand the organization's Windows update policies and procedures.
- ❖ Strong problem-solving and analytical skills
- ❖ Deploy and manage Active Directory Domain Services (AD DS) in on-premises and cloud environments
- ❖ Manage virtual machines and containers
- ❖ Experience with advance Microsoft Excel, Microsoft word, power point
- ❖ Excellent communication and interpersonal skills

Skills :-

- ❖ Technology training of windows server Hybrid Core Infrastructure (AZ-800, AZ-801)

- ❖ Microsoft azure (pursuing)
- ❖ Amazon AWS solution architect(pursuing)
- ❖ AWS cloud practioner knowledge

○ WIPRO India Pvt. Limited (Kolkata)

Designation: - Process Associate

Duration: - 2020-2021

Responsibilities:

- ❖ Handling Calls, Clarification and Questions,
- ❖ Creating, updating, and closing tickets in the service desk ticketing system.
- ❖ Streamlined the ticket resolution process by creating standard response templates.
- ❖ Reduced average ticket resolution time by 20%.
- ❖ Assisted in setting up workstations and accounts for new employees.
- ❖ Included step-by-step instructions for resolving connectivity problems, software errors, and performance issues.
- ❖ Assisted users with password resets and account management.
- ❖ Provided first-level technical support for Windows-related issues.
- ❖ Record the details of the call, including the issue, steps taken, and resolution.
- ❖ Ensure all information is logged in the ticketing system.
- ❖ Escalating complex issues to higher-level support teams when necessary.

Imerit technology services Pvt. Ltd.

Designation: - IT Support Engineer.

Duration: 10th March 2022 - 18th January 2024.

Responsibilities:

- ❖ Provided first-level technical support to users.
- ❖ Enable or disable the user from AD.
- ❖ Create and changed the password for users in G-suite.
- ❖ Removed alternative computer name from the G-suite.
- ❖ Suspend the user ID, and take backup of all the files from G-suite.
- ❖ Resolved issues related to network connectivity and hardware.
- ❖ Assisted in the setup and configuration of network devices.
- ❖ Educated users on basic network troubleshooting techniques.
- ❖ Maintained detailed records of technical issues and solutions.
- ❖ Assisted in troubleshooting network connectivity issues.
- ❖ Configured and maintained network devices under supervision.
- ❖ Supported end-users with technical issues related to network access.
- ❖ Performed basic network diagnostics using tools like ping and traceroute.
- ❖ Documented network configurations and changes.
- ❖ Maintained IT and Network infrastructure.
- ❖ Configured user profiles and managed permissions.
- ❖ Used Windows administrative tools to diagnose and fix problems.
- ❖ Update schedule (e.g., monthly Patch Tuesday updates) and any specific guidelines for testing and deployment. Initiate the update installation process manually if needed.
- ❖ Educated users on best practices for Windows system maintenance.
- ❖ Created a comprehensive guide for troubleshooting common Windows issues.
- ❖ Provided orientation on IT policies and procedures.
- ❖ Experience with advance Excel knowledge.
- ❖ Strong ITIL knowledge.
- ❖ Experience with incident Management and problem management tools like service Now, Ivanti.
- ❖ Experience with Asset management, vendor manaaement.

KREDENT TRADING LLP

Designation: - IT Executive
Duration 7th April 2025--

- ❖ Maintained IT and Network infrastructure.
- ❖ Provided first-level technical support to users.
- ❖ Maintaining IT inventory assets.
- ❖ Checking IT audit.
- ❖ Provided orientation on IT policies and procedures.
- ❖ Experience with advance Excel knowledge.
- ❖ Experience with Asset management, vendor management.
- ❖ Performed basic network diagnostics using tools like ping and traceroute.

ACADEMIC QUALIFICATIONS:

Board / University	Year of Passing	CGPA / Percentage
Bachelor of Computer Applications (WBUT)	2013	68
Intermediate (WBBHSE)	2010	50
Secondary Examination (WBBSE)	2008	65

PERSONAL DETAILS:

Date of Birth : 21st January 1993
Permanent Address : 191 Bansdroni Govt Colony Kolkata-700070
Nationality : Indian
Language Known : English, Hindi and Bengali.

DECLARATION:

I, **Mrs. Ankita Roy** declare that above mention all the points are correct from best of my knowledge.

Date: