



SAIKAT SIKDER

IT ASSISTANT MANAGER

OBJECTIVE

To seek the suitable opportunity whereby utilizing my skills and knowledge gained in the engineering & technological areas and can excel the generic technologies in the engineering field for the growth of the industry and can reach the level of self-actualization

PROFILE

Office Manager with over 14 years of IT experience to providing administrative support to over 250 staff members and interfacing with facility IT management. I possess strong multi-tasking skills, with ability to simultaneously manage several projects and schedules. Excellent public-facing point person for clients, customers or system user, vendors, equipment and service providers. Tech savvy and efficiency focused.

CONTACT

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Passport Valid :- 06-01-2032

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Ghola Kazipara Indroloke Barasat
Kolkata 700125 West Bengal India.

ACTIVITIES AND INTERESTS

Watching Movie • Playing
Computer Games • People
Interacting • Hiking • Listening to
Music

TECHNICAL SKILL

- OS: Windows XP Series to 11, Windows Server Installation.
- Hardware: PC Assembly & Troubleshooting.
- Working with VDI, VNC, Net Meeting & RDP.
- Network: LAN Cabling, Cisco Router Configuration, Switch Configuration.
- Strong interpersonal & communication skills Vendor Managements.
- Asset Management.
- Incident Management with Ticketing & Documentations.
- Ability to work collaboratively as part of a team.
- Problem Solving.
- Leadership.
- Excellent Organizational skills.
- Poised under pressure.
- Presentation & Easily Adaptable.

EDUCATION

- B.Sc Graduation with Chemistry Honors from CSJMU (70%)
- Higher Secondary (Science) from W.B.C.H.S.E with 2nd Division from Jadavpur Bijoygharh Shikhanikatan (48%)
- Secondary W.B.S.E with 2nd Division from Purba Barasat Adarsha Bidyapeeth (52%).

CERTIFICATION

- Essentials of Prompt Engineering - AWS
- How AWS Managed Services (AMS) Works Within Cloud Operating Models -AWS
- Introduction to Containers -AWS

EXPERIENCE

- Work Experience In INDIA: 14 Years 8 Months

JOB SUMMERY



Organization: - DIGICARE TECHNOLOGY SOLUTIONS

Designation: - Hardware Technical Support

Tenure of Job: - 5th April 2010 – 30th September 2010 (6 Months)

Nature of Job: -

- PC Assembling, Troubleshooting, Repair.
- User Support, Remote Location IT Support including Troubleshooting, repairing and improving system functionality.
- Hardware and Software Maintenance:
- Install, configure, and update desktop computers and other IT hardware.
- Manage software installations and updates, ensuring all systems are up-to-date with security patches and company-approved applications



Organization: - SWASTIK INFOTECH

Designation: - Desktop Support Engineer

Tenure of Job: - 2nd November 2010 – 14th January 2011 (2 Months 15 Days)

Nature of Job: -

- Provide the Technical Support to User.
- Provide first-level support for end-users, diagnosing and resolving technical issues related to hardware, software, and network.
- Hardware and Software Troubleshooting & Maintenance.
- Install, configure, and update desktop computers, laptops and other IT hardwares.
- Manage software installations and updates, ensuring all systems are up-to-date with security patches and company-approved applications.



Organization: - RENOVISION AUTOMATION SERVICES PVT LTD (WIPRO)

Designation: - Desktop Support Engineer

Tenure of Job: - 31st May 2011 – 4th February 2013 (1 Year 8 Months 7 Days)

Nature of Job: -

- Technical Support: Hardware and Software Maintenance
- Install, configure, and update desktop computers, laptops, other IT hardware.
- Manage software installations and updates, ensuring all systems are up-to-date with security patches and company-approved applications
- System Maintenance: Install, configure, and maintain computer systems, servers, and IT equipment.
- Network Management: Troubleshoot and resolve network connectivity issues, including LAN, WAN, and wireless networks.
- Coordinate with Remote Engineer, New Branch Roll-Out, Network Setup, Server Setup
- Vendor Team Management, Giving Remote Technician Desktop Supports Training.
- Assist employees with IT-related queries, provide training, and guide them in using various tools and systems effectively
- Document and log all support tickets, actions taken, and resolutions in the IT helpdesk system.

Organization: - J.R & S ENGINEERING (CROMPTON GREAVES)

Designation: - Desktop Support Engineer

Tenure of Job: - 14th March 2013 – 8th December 2015

Nature of Job: -



- Giving Remote Technician Desktop Supports Training.
- Call Coordinator and assign the Call to Field Engineer to resolve the Faulty Escalation call.
- Document and log all support tickets, actions taken, and resolutions in the IT helpdesk system.
- Maintain an inventory of assets and manage hardware procurement when necessary.



Organization: - MULTI4U

Designation: - Desktop Support Engineer

Tenure of Job: - 10th December 2015– 31th July 2016

Nature of Job: -

- Conduct regular maintenance of systems to prevent disruptions.
- Monitor network performance and troubleshoot issues to maintain a stable and secure environment.
- Assist employees with IT-related queries, provide training, and guide them in using various tools and systems effectively.
- Install, configure, and maintain computer systems, servers, and IT equipment.

Organization: - LIFESTYLE INTERNATIONAL PVT LTD (MAX)

Designation: - Sr. IT Executive

Tenure of Job: - 1st August 2016 – 30th September 2018

Nature of Job: -



- Technical Support: Hardware and Software Maintenance
- Install, configure, and update desktop computers, laptops, other IT hardware.
- Manage software installations and updates, ensuring all systems are up-to-date with security patches and company-approved applications
- System Maintenance: Install, configure, and maintain computer systems, servers, and IT equipment.
- Network Management: Troubleshoot and resolve network connectivity issues, including LAN, WAN, and wireless networks.
- Coordinate with Remote Engineer, New Branch Roll-Out, Network Setup, Server Setup
- Install, update, and troubleshoot software applications, ensuring compatibility and optimal performance.
- Cluster Retail Store IT Support & Stay updated on emerging IT trends and recommend innovative solutions to enhance the organization's IT capabilities.

Organization: - BAAZAR STYLE RETAIL LTD

Designation: - IT ASSISTANT MANAGER

Tenure of Job: - 1st October 2018 – 31st December 2024

Nature of Job: -



- Coordinate with Remote Engineer, New Branch Roll-Out, Network Setup, Server Setup
- Hardware & Software Vendor Team Management, Giving Remote Technician Desktop Supports Training.
- Procurements & Planning for New Store Rollout, Renovation New Store Roll out.
- Maintain an inventory of IT assets and manage hardware and software procurement when necessary.
- Document and log all support tickets, actions taken, and resolutions in the IT helpdesk system.
- Assist employees with IT-related queries, provide training, and guide them in using various tools and systems effectively.
- Install, update, and troubleshoot software applications, ensuring compatibility and optimal performance.
- Monitor and implement security protocols to safeguard sensitive company data and ensure compliance with IT Global Checklist.
- Looking to Escalation Second-level support for L1 Engineer, diagnosing and resolving technical issues related to hardware, software, and network.
- Respond to requests and incidents through ticketing systems, ensuring timely resolution and clear communication with users & L1 Support Engineer.
- Providing 24x7 WH IT support for end-users, diagnosing and resolving technical issues related to hardware, software, and network to continue running for (WMS) Warehouse Management supply chain.

Declaration: -

I Declare that the above mentioned statements are correct to the best of my knowledge and belief. I look to forward to hearing from you soon. Thanking you for your valuable time and consideration.

Place: -

Yours Truly

Date: -

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