Kanishka Roy Chowdhury

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**SENIOR LEVEL ASSIGNMENTS**

**Email Management / IT Support Management/ Asset Management / Vendor Management / Administration / User Relationship Management**

***Skilled in adopting a pragmatic approach in improvising on solutions and resolving complex business issues***

**Location Preference: Western/Northern/Southern India and abroad**

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| **Core Competencies**  ***- Email Management***  ***- IT Support Management***  ***- Client Relationship Management***  ***- Asset Management***  ***- People Management***  ***- User Relatioship Management***  ***- Administration***  ***- Team Leadership and Building***  ***-***  **Academic Details**   * Masters in Business Administration - IT * Post Graduate Certificate in MCP * B.Com. from Calcutta University, in 1999 * 10th/12th from St Helen School, ICSE Board in 1995/97 |  | **Profile Summary**   * A competent professional with experience in **Email Management** of **IBM Verse** and **O365** platform. * Sucessfully maintaining **end-to-end** **IT support** to end users providing them with effective solutuions within stipulated time frame. * Maintaining all the **IT assets** in the company single handedly with all relevant details required by the business. * Successfully **managing vendors** to maintain IT workflow across the across the organization and to get the work done without delay. * Proficiency in conducting meetings, taking user and process updates and helping in resolving any issues/problems impeding smooth workflow of the organization. * An **effective communicator with excellent relationship management skills** and strong analytical, problem-solving & organizational capabilities. |  |

**Organisational Experience**

**Mar ’07 - till date with Ambuja Neotia, Kolkata, India as Asst Manager (IT)**

**Growth Path:**

**Ambuja Neotia**

**Key Result Areas:**

**Email Management**

* Implementation of IBM Verse
* Migration from IBM Verse to O365 with implementation working with Microsoft partner
* Admin panel management which includes:

Exchange administrator

Password administrator

OneDrive administrator

Teams administrator

Compliance administrator

Service administrator

User management administrator   
Hands on experience and working on:

Teams

OneDrive

SharePoint

Stream

Yammer

Forms

Sway

PowerApps

* Training and guidelines for the users to handle the email system properly and securely.

**IT Support**

* Installing and configuring computer hardware, software, systems, networks, printers and scanners.
* Monitoring and maintaining computer systems and networks.
* Responding in a timely manner to service issues and requests.
* Providing technical support across the company (both physically and in remote).
* Setting up accounts for new users.
* Repairing and replacing equipment as necessary.
* End user training as per the requirements.

**IT Asset Management**

* Daily and long-term strategic management of software and technology-related hardware within the organization which includes planning, monitoring, and recording software license and/or hardware assets to ensure compliance with vendor contracts.
* Developed and maintained in-house software based on .net and backend oracle 9i.
* Worked on 3rd party module on help desk and asset management of Manage Engine software.
* Assists in forming procurement strategies to optimize technology spend across the organization.
* Presently maintaining through excel as ME facing issue with crash down and duplicate entry issue.

**ERP Package Management**

* Based on .net and oracle 9i.
* Maintaining admin roles like user creation, rights, company creation, opening groups and units.
* Looking after the reports like sales, letters, outstanding, unit status, etc.
* User support regarding entry, queries, changes in the design of the report based on requirements.

**Previous Experience**

**Aug’06-Feb ’07 with Axiom Technologies as System Associate**

**Trainings & Certifications**

* Sikkim Manipal, Kolkata, **MBA – IT** [2014]
* SQL \* Plus, Kolkata, **APPLICATION DEVELOPER 9i** [2004]
* InfoUniv, Kolkata, **MICROSOFT CERTIFIED PROFESSIONAL [MCP]**

**LEADERSHIP**

* Leading the **Email Management** area in the organization
* 2nd lead role in **IT Support**

**Personal Details**

**Date of Birth:** 12th September 1978

**Languages Known:** English,Hindi,Bengali

**Permanent Address :** Kolkata , West Bengal, India