KRUSHNA CHANDRA PANDA
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Targeting assignments in **Technical Support** with a leading organization of repute in **IT industry**
preferably in Bangalore/Pune/ Ahmedabad/Abroad

PROFILE SUMMARY

- A competent professional with **over 9 years** of experience in:
  ~ Networking Operations   ~ Windows Admin   ~ Technical Support ~ ERP Admin ~ Email Domain Admin

  ~ Backup Management   ~ Vendor Management   ~ Linux Admin   ~ Asset Management ~ API Management

  ~ CCTV Management   ~ Anti Virus Admin

- Proficiency in managing configuration, maintenance, migrations of large scale engineering systems and application software & hardware devices with a focus on systems/network administration including diverse networking set-ups
- Expertise in assessing and mapping security requirements and translating these requirements into techno-functional specifications, custom designing solutions and troubleshooting for complex information systems management
- Skilled in managing the complex network design, configuration, deployment, administration, management and troubleshooting complex security configuration
- Efficient in communicating any of the applicable procedural changes to key stakeholders impacted by the change within the business/technology community
- Focused and goal-driven with combination of excellent commercial sense and problem-solving & analytical skills

WORK EXPERIENCE

Inter India Roadways Pvt Ltd , Ahmedabad as National IT Head   **Feb'2020- Present**
TCI Express Ltd., Kolkata as IT Officer   **Jan'2011-Jan'2020**

Project Management-
  - At Inter India Roadways Pvt. Ltd – Taken Responsibilities to develop ERP For Cargo Division .
  - Taken responsibilities for ERP Forms design , concept and logic.
  - At TCI EXPRESS LTD, Complete CCTV Installation project 70 branches within 2 months.
  - At TCI EXPRESS LTD, Successfully trained &Convert 500+ Windows user to Linux Mint , Ubuntu .
  - At TCI EXPRESS LTD , Successfully trained & upgrade 300+ suppliers from manual work to Mobile Application.

Experience-
- **From Feb-2020 - Manager IT- Admin at Inter India Roadways Pvt Ltd, Ahmedabad,** Responsible for Inter India Group Technology Management Growth. Inter India Group have 3 division – Freight Forwarding, Supply Chain , Warehousing Solution & Surface Cargo Division. Adopt & trained for new Technology as per market requirement. Maintain all technical issues of three division .
- **From Sep-2017 to Jan-2020- Regional IT-Officer at TCI EXPRESS LTD, Kolkata,** Responsible for Asset Management and User Training & Development for 6 Controlling Center,90 Branches, 6 Hub Center, 4 Data Center and 300+ Users. Backend Support for Errorfree database and Manage IT -Helpdesk .
- **From Apr-2015 to Aug-2017- IT Sr. Supervisor at TCI EXPRESS LTD, Patna .** Responsible for Asset Management and User Training & Development for2 Contrlling Center, 35 Branches , 3 Hub Center and 100+ Users. Backend Support for Errorfree database .
- **From Jan-2011 to Mar-@015- IT Supervisor at TCI EXPRESS LTD, Jamshedpur,** Responsible for Asset Management and User Training & Development for 10 Branches, 2 Hub Center and 60+ Users.

Highlights:
- Asset Management (Hardware) – Purchase, Warranty, Buyback, Distribution, AMC, Recycline Etc..
- Vendor management (Hardware , Software)- Vendor Quote manage, Cost manage, Vendor Comparison, Vendor service analysis.
- API Management (PAN, ADHAAR, GST, EWAYBILL, RC, DL,Google MAP)- API Usages & Cost.
- New Technology adopt- Implement Barcode generation and scanning system, E-LR, E-Bill, E-POD etc. Using Of Rugged Mobile Device for scan and print Invoice,

- User Training – New hardware Training, ERP Using ,
- CCTV Maintenance- Handel Complete CCTV Project like Vendor Finalization, Product Finalization, Location wise map preparation, Purchase, Installation, Service, Warranty etc..
- Email Domain Admin
- Maintained and installed software & hardware in all over India and making error free database, thereby protecting systems from virus
- Scheduled and managed backups of all company files and email through the use of Remote Application
- Ensured a maximum level of service and satisfaction to zll system users
- Delivered support to apx..350 staff members and apx..400 suppliers.

Role:
- Monitoring branch activity, including docket booking till delivery of the online tracking of consignment; supervising demurrage collection and octroi payment
- Regulating network maintenance activities and ensuring prompt troubleshooting of network problems
- Preparing & maintaining servers, network documentation & procedures, addressing performance bottlenecks & ensuring maximum network uptime
- Identifying areas requiring improvement as well as performing installation, configuration, operations, maintenance, problem resolution and technology development activities
- Installing, administering and maintaining various software and hardware devices in networked environment
- Taking regular backup of server/database information & planning efficient storage, also monitoring the use of network management & server tools, using advanced troubleshooting skills in OS related issues
- Supervising the operating system & security management and supporting customer applications & print services
- Designing plans & ensuring scheduled/unscheduled backups as per the plan; analyzing & identifying potential issues with computer systems
- Troubleshooting problems pertaining to the server administration, application conflicts and system bugs
- Managing customer centric technical operations and ensuring customer satisfaction by achieving delivery & service quality norms; ensuring performance tuning, backup & recovery, space management, user management to the clients
- Converting data from access to Oracle and Online module Text to DBF and so on
- Diagnosing and resolving software and hardware incidents, including operating systems (Windows and Mac) and across a range of software applications
- Analysing and troubleshooting windows processing problems and applying solutions to increase company efficiency
- Implementing company policies, technical procedures and standards for preserving the integrity and security of data, reports and access
- Administering firewall, network monitoring and server monitoring both on-site and off-site
- Creating, monitoring and testing backups of critical files and applications within virtual environment using physical and virtual backup utilities
- Maintaining AMC for hardware like desktop, laptop, printer and scanners
- Insuring the quality of systems operations by communicating with all levels of systems users and offering assistance & direction as needed
- Taking ownership of issues by executing problem analysis to implement temporary or permanent fixes with the aim of restoring service to the customer as soon as possible; escalating incidents to other support teams where necessary

ACADEMIC DETAILS

2010 Diploma in Software Engineering from NIIT Institute Cuttack, Odisha
2009 Graduation in Commerce (H) from Utkal University, Odisha
2006 12th from J.N College, C.H.S.E. Board, Odisha
2004 10th from A.P.M.B.N.P School, B.S.E. Board, Odisha

IT SKILLS

- MS Office (Excel, Word and PowerPoint) and Internet Applications
- Operating Software: WIN-7, XP, Linux, HHT Scanner, Networking, C#, SQL Server 2005, XML and Visual Basis

PERSONAL DETAILS

Date of Birth: 14th June 1989
Languages Known: Hindi, English and Oriya
Address: Jaleswarpur, P.O. Kuanpal, District Cuttack-754204, Odisha