

BIKRAMJEET CHANDA
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EDUCATION

University of Hyderabad <i>Masters of Business Administration(Business Analytics)</i>	HYDERABAD <i>July 2024-Dec 2024(dnf.)</i>
SRM Institute of Science and Technology <i>B.Tech in Computer Science and Engineering</i>	CHENNAI <i>2017 – 2021</i>
La Martiniere for Boys <i>Indian Certificate of Secondary Education</i>	KOLKATA <i>Graduated 2017</i>

EXPERIENCE

Cognizant Technology Solutions <i>Senior Systems Engineer: Client- Oxford University Press- Team- L1.5</i>	KOLKATA <i>Jan 2023 – Feb 2024</i>
<ul style="list-style-type: none">● On-call for assessing scope for service requests and incident tickets for a product portfolio of 200+ applications● Responded to high priority P1/P2 tickets and triaged them in a minimal documentation environment● Handled moderation of MS-SQL server. Confirmed data mismatch between application databases● Attended client calls and created new documentation on applications and processes● Responsible for knowledge transfer and training of new team members● Created weekly reports on CSAT and DSAT, Client's license count (across various platforms)to drive process improvements and informed decision-making in the ITSM process.	
Cognizant Technology Solutions <i>Systems Engineer: Client- Oxford University Press: Team- L1.5</i>	KOLKATA <i>Dec 2021 – Jan 2023</i>
<ul style="list-style-type: none">● Managed and resolved IT support tickets using ServiceNow, ensuring adherence to SLA requirements.● Managed user accounts, authentication, and access control using Active Directory (AD) and LDAP.● Ticket Triaging for all tickets that weren't resolved on first contact.● Validated bugs reported through incidents.● Catch and dispatch work including follow-up documentation and reporting on Jira/Confluence● Content moderation and user management for SharePoint● Jira Platform moderation, creating, and automating project workflows with JQL	

SKILLS

Ticketing Systems ServiceNow, Jira (including JQL)
Active Directory (AD): User account management, group policies, password resets
LDAP User Administration for proprietary applications
Identity & Access Management (IAM): User provisioning, role-based access control (RBAC), MFA, SSO
Remote Support Tools: TeamViewer, Microsoft Teams
Operating Systems: Windows, Linux installation, setup and troubleshooting
SQL: Database querying and **Excel:** reporting
Cloud Service Management User Administration,Basic troubleshooting, and resource allocation
Networking: TCP/IP, DNS, DHCP, VPN, Wi-Fi troubleshooting
Soft Skills Strong communication, service orientated, problem-solving, and critical thinking skills, with the ability to handle high-pressure environments, manage time effectively, multitask, and collaborate across various teams and clients.

PROJECTS

Personal Static Webpage — *HTML, CSS, AWS EC2, Apache, Certbot, Route 53*
<https://bikramjeetchanda.com>

- Created and structured using **HTML & CSS**, hosted on an **AWS EC2** instance with **Apache** to serve the webpage, secured using **Certbot for SSL** and managed domain resolution using **Route 53**.