



## Sukanta Kumar Goswami

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Phone: +91-6289362770

Preferred Location: Any where in India or Abroad.

Achievement-driven technocrat, offering over 21 years of experience in **IT Infrastructure Management** with expertise in **Network Security, Data Management and Support** to deliver solutions for business management

### PROFILE SUMMARY

- Maintained network and systems by managing product and capability roadmaps, establishing maintenance procedures, and working with systems administrators and other engineers to perform regular network maintenance
- Skilled in analyzing processes & work-flows, evaluating them with respect to business plan
- Expertise in IT technology resource administration; analyzing processes & workflow, assessing their efficacy, relating to business plans & goals and suggesting simplification solutions
- Maintained network and systems by managing product and capability roadmaps, establishing maintenance procedures, and working with systems administrators and other engineers to perform regular network maintenance
- Showcased excellent aptitude in management of complex technology projects and multiple stakeholders, priorities, escalations & risks throughout the project lifecycle
- Excellent communication, interpersonal, and problem-solving skills with the capability to work in multi-cultural environment

### CORE COMPETENCIES

Project Management	IT Infrastructure Management	Data Governance
Network Security	Vendor Management	Data Management
Dilaer Management & Design	System Integration	Team Management

### ORGANISATIONAL EXPERIENCE

Nov'21- Till Date with Streamwave Technologies Pvt. Ltd.	Technical Consultant
Nov'19- March'20 with Wishnet Broadband	Voice Expert.
Dec'18-June'19 with Elagoon Systems Pvt. Ltd.	Manager Systems
Dec'14-April'18 with Fusion BPO Services Pvt. Ltd., Kolkata	Dialer Manager
Dec'13-Dec'14 with Octagon Software Pvt. Ltd., Kolkata	Manager Systems
Apr'13-Nov'13 with SZI Outsourcing Pvt. Ltd., Kolkata	Manager Systems
Mar'12-Apr'13 with Maven InfoTech Pvt. Ltd., Kolkata	Manager Systems
Sep'10-Mar'12 with Rahul Foundation, Kolkata	Manager Systems
Nov'05-Sep'10 with Octagon Software Pvt. Ltd., Kolkata	Assistant Manager Systems
Nov'04-Nov'05 with Xploretech Services Pvt. Ltd., Kolkata	Senior Technical Executive
Nov'96-Jul'04 with HCL Infosystems Ltd. (Frontline Division), NOIDA	Network Administrator & MIS Head

### Role (Across the Career):

- Leading the design, installation, commissioning, maintenance, management, modification, troubleshooting of Process Control Domain (PCD) Security Systems and Networks while ensuring that Process Control Domain (PCD) assets perform as per business expectations
- Building, configuring, maintaining, supporting, & optimizing new & existing network hardware, software & communication links
- Managing vendor relations for smooth completion of projects
- Performing configuration, design and deployment of inbound and outbound dialer for India and off-shore locations and managing the dialer team
- Sustaining dialer uptime for India and off-shore.
- Configuring outbound predictive dialer for India and offshore.
- Configuring inbound dialer with IVR and skill based routing.
- Taking decisions on IT purchase for the organization
- Managing teams on different IT issues like team implementing firewall and content filtering across all the offices
- Reviewing business flow system problems and executing solutions
- Ensuring maximum bandwidth utilization through effective allocation of the same
- Implementing virtual segregation of network for better data security

## Highlights:

- Attained high level of customer satisfaction from a set of highly demanding users
- Established and managed high-tech teams of qualified administrators
- Initiated, Implemented and managed IT and development infrastructure for a Customer Satisfaction sector
- Managed Pan-India network for HCL Infosystems (Frontline Division) and increased the uptime to more than 99% from a very unstable network with innovative low cost techniques
- Integrated HCL Infosystems wide area network using combination of leased line VPN technology
- Implemented MAN successfully for Xplore-Tech
- Prepared Department for successful ISO 9000 certification
- Managed cloud based dialer for Fusion.
- Implemented Asterisk based dialer for Maven, for their 250+ seats.
- For 4000+ customers of Wishnet intra network calling facility implemented.

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## CERTIFICATIONS

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- MCP (Windows NT 4.0 Track) in 1998

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## IT SKILLS

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- **OS/Networking OS:** Windows 2000, Windows XP, Windows 2003
- **Enterprise Services:** DNS, DHCP, TCP/IP, H323, SIP, POP3, SMTP, Firewall (ISA Server and Smoothwall),
- **Hardware:** High End Enterprise class servers from HCL; HP / DELL / IBM Server, Audio Code (Mediant 1000 and Mediant 2000), CISCO 1200, 2800; CISCO Catalyst 2900, 3500; CISCO AS-5300
- **Dialer :** Avaya Mosaix, Staratasoft, Concerto, Nortel Meridian, Asterisk(TRIXBOX), Asterisk(Goauto Dial)
- **Database:** MS Sql, My SQL
- **Web Applications Security:** Servers and WebServer Hardening, Applications Hosting, IT Security, ISA Server, Security Auditing

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## ACADEMIC DETAILS

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- Advance Diploma in Computer in 1996

Date of Birth:	29 <sup>th</sup> November 1969
Languages Known:	English, Hindi & Bengali
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