JOSEPH SOURAV GOMES

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Executive Summary:

An innovative thinker I'm able to apply analysis and creativity to problem solving. With 15+ yrs. versatile experience in IT, I am a self-motivated and diligent individual with passion to learn about new technologies and how they could benefit the organization that I work in, in terms of increasing efficiency and possible lowering of costs. Deft troubleshooting skills with excellent communication ensure my being able to function as a team member in a larger group. Currently in my late 30's I'm able to assist members of my team, to learn, grow and work as an effective unit.

Career Objective:

Information Technology senior management, executive position in a leading multinational organization, contributing business value by developing and executing a strategic, long-term vision, while leading the firm to achieve measurable business results and growth, effectively managing the IT portfolio of investments. A strong desire to transform "as-is" organizations into "to-be" market and industry leaders. Have additional interest in organizations looking to expand their global presence.

Major achievements:

- **Boost the performance of 8 yr. old servers thereby reducing further investment**
- **Maintained centralized ERP Infrastructure effectively in virtualized VMWare environment for more than 3 yrs with 99.9 % uptime**
- **Was part of the Team providing WiFi @Stadium for the pioneer ISL Season 1**
- **Designed, implemented and maintained a MPLS/VPN Network for the organization with 10+ sites**
- **Project Management - Implementation of "Project Herakles" for NIIT** [It was a Project to implement new IT infrastructure over all the NIIT centers in the Eastern region]
- **Responsible for IT Software automation of Govt. sector banks like Allahabad Bank (Park Circus, Habra Branch)**

COMPETENCY MATRIX/SKILLSET

- Effective communicator with excellent relationship & interpersonal skills.
- Technical / Customer Support (voice/chat/email/on-site) – Skilled in analyzing information system needs, evaluating end-user requirements, custom design solutions and troubleshooting windows desktop & Server environments
- MS Windows Systems Administration – Active Directory Services
- Pre-sales and Post Sales / Client Management
- Ability to build relations with skilled vendors that could benefit my work place
- Man-management skills and ready to work with and lead a team
- Completed Networking in Google Cloud Platform from Coursera

WORK EXPERIENCE

CURRENT ASSIGNMENT

Jan '18 - Present	Optiva Inc. (formerly Redknee Solutions Inc.)	System Integrator

Job Responsibilities:

- Managing Online Charging/Billing Software Network Operations for Telecom Co. (Vodafone India) – Provide support for Day-to-day IT Planning Operations with respect to:
    - Provide remote support for Optiva clients (mainly Vodafone) for Network
    - Troubleshoot, configure & manage network related issues for HP 5400zl and 5900 series switches in a datacenter environment
    - Configure and manage BigIP F5 Load Balancer in a datacenter environment
    - Worked in Jira & Zendesk ticket system

PREVIOUS ASSIGNMENTS

Jul '16 - Aug '17	Bhagirathi Neotia Woman & Child Care, Kolkata	Manager – IT

Job Responsibilities:

- Maintenance of Hospital Management Software (HMS, Shivam - Neosoft) – Provide support for Day-to-day IT Operations with respect to:
    - Desktop hardware troubleshooting
    - Network management & monitoring
    - New project management, monitoring & timely delivery
    - Vendor Management, SLA Defining & Works Order finalization
    - Monitoring IT infrastructure & security with Fortigate UTM & Trend Micro Enterprise Antivirus
    - Implementation & Day-to-day Support for Farvision (SAAS) version – Material & Engineering modules

Feb'08 - Jun '16	Choicest Enterprises Ltd., Kolkata	Manager – IT

Job Responsibilities:

- Plan, Deploy & maintain IT Network & Infrastructure (Server, Storage & Network) in coordination with third party vendors and Support internal client at various outlets.
- Administering IT Security with Cyberoam Gateway level UTM, Symantec Enterprise Security (SEPM v12.1.5) and WSUS.
- Monitoring and administration of Virtual Infrastructure with VMWare ESXi Server v5.1. Maintaining two-node Microsoft Cluster Services in coordination with third party vendors.
- Provide support for Day-to-day IT Operations with respect to:
    - Desktop hardware installation/troubleshooting
    - OS Troubleshooting - XP/7/8.1 and MS Windows Server - 2003/2008 and troubleshooting
    - Network management & monitoring
    - New project management, monitoring & timely delivery
    - Design, deploy and support WiFi network at Clubs, Restaurants in coordination with 3rd party vendors
- Was part of the Team implementing WiFi connectivity for guests & officials @Stadium for the pioneer ISL Season 1 in coordination with third party vendors
- Technical evaluation, selection and monitoring vendor. Designing and maintaining SLA with vendors
- Windows 2003 & 2008 Server Administration and Active Directory planning, implementation, daily backup & troubleshooting.
- Played significant role in evaluation of G-Suite vs Microsoft Office 365 Vs IBM Connections Cloud S1 (Verse) mail migration
- Coordinating with various departments and provide input for onsite project management and timely delivery from the IT perspective

Sep'05 - Feb'08	NIIT Ltd., Kolkata	System Administrator (Eastern Region)

Job Responsibilities:

- Project Management - **"Project Herakles"** Implementation for all NIIT centres for the eastern region
  - Single point of contact (Eastern/NE region) for all designing & implementation of Microsoft & Infrastructure related issue
  - Conduct periodic training programs and presentations for Partners awareness and skill devlpmnt
  - Actively implemented VLAN, Active Directory & ISA Server in various centers of NIIT
  - Instrumental in managing & maintaining Win 2000 & 2003 Server.
- Accountable for providing Pre-sales & Post Sales Franchise & Technical Support (Technical – IT Infrastructure) for various Business Partners throughout the region (East).
- Conduct periodic IT Infrastructure Audit and providing solution for discrepancy in standards
- Taught Computer Fundamentals, C++, MSSQL Server 2000 and Spoken English.
- Overseen Pro-metric Online Examination - infrastructure maintenance and internal SW & hardware audit.

Jul'04-Aug'05	Tripod Computing Services Pvt. Ltd., Kolkata	Technical Support Engineer

Broad Job Responsibilities:

- Actively handled the maintenance of server (Windows) and customer queries.
- Provide voice/email/chat Technical support for Server maintenance & troubleshooting
- Using CPanel/WHM & HELM web hosting control panel to resolve customer queries thru Ticketing soln

Jun'03-Jul'04	Diadem Technologies Pvt. Ltd., Kolkata	Customer Support Executive

Broad Job Responsibilities:

- Domain registration and maintaining in-house CRM
- Holds the merit of doing troubleshooting for various problems related to VPOP3 & Wingate over phone and/or on client site if required.
- Provide voice/email/on-site Technical support for web hosting, email & troubleshooting

Oct'00-Jan'03	H. K. Industries Pvt. Ltd., Kolkata	Customer Support Executive

Broad Job Responsibilities:

- Deals with Development, Implementation and Marketing of Banking S/W (both ALPM & TBM) and H/W products
- Provide voice/email/on-site Technical support for Banking software
- Responsible for leading a team right from data entry, master creation tallying GL Heads till full automation of banks in coordination with bank staff

TECHNOLOGY WORKED ON

Software
- Operating System & Word Processor – Win XP/Win7/Win8.1/Win10/Win 2003/Win 2008 R2, MS Office XP/2010/2013, Open Office & Libre Office
- Virtualization – VMWare ESXi v5.1
- NMS/Asset Management – Spiceworks, Solarwinds and What'sUp Gold
- Conversant with Linux desktop environments Fedora v23/25, Ubuntu v14.04/17.04 LTS etc.
- RHEL 7, Linux Mint – Basic Level

Cloud/Internet Technologies
- Conversant with SAAS, PAAS & IAAS. POC done for IBM Verse - S1, Microsoft Office 365 & G-Suite.
- Beginner knowledge of AWS & Salesforce
- Basic C#, Java/Javascript, HTML & CSS

Security Products
- Cyberoam 200iNG UTM, Fortigate UTM, Trend Micro Office Scan, Symantec Endpoint Protection Manager 12.1.3/4/5 (SEPM), WSUS 2.0

Networking
- LAN, WAN, DNS, WINS, DHCP, VLAN

ACADEMIA

- **2000   Graduate Bachelor of Commerce (Hons.)** From St. Xavier's College, Kolkata, Calcutta University

Professional certification

- 2000   3 Yrs. GNIIT Diploma in Software Engineering
- 2015   Cyberoam Certified Network Support Professional (CCNSP)
- 2017   Udemy certified Introduction to Cloud computing
- 2017   Hubspot Academy Inbound Marketing certified
- 2019   Networking in Google Cloud Platform from Coursera (3 courses)
- 2019   LinkedIn Certificate of Completion Learning Bash Scripting
- 2019   LinkedIn Certificate of Completion Learning Linux Command Line

PERSONAL DOSSIER

Date of Birth	:	7th December, 1978
Address	:	8J, Ananda Palit Road, Kolkata – 700014
Linguistics Abilities	:	English, Hindi and Bengali