

PROMIT KUMAR SANYAL

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◦ DETAILS ◦

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◦ SKILLS ◦

Business Operations
IT Infrastructure Management
Leadership and conflict management
Disaster Recovery
Contingency Planning
BCP
IT Strategy
Vendor Management
Business Strategy
Service Delivery
Business Management
MS Azure
Office 365
Ticketing Tools

◦ LANGUAGES ◦

English
Hindi
Bengali

👤 OBJECTIVE

A multi-skilled IT and Operations professional with 18 years of experience having excellent all-round and proven management and technical expertise. Results oriented with a proven track record of improving overall business operations with application of IT within the company or department.

Looking for a new and challenging position, that will make best use of my existing skills & experiences.

📁 PROFESSIONAL EXPERIENCE

Executive Director (India Operations) at QualSquad Infotech Pvt. Ltd (Wholly owned subsidiary of Everseen Ltd, Ireland), Pune and Hyderabad

March 2021 — Present

- Overseeing the entire IT and Operations and reporting to the Board of Directors (Everseen Ltd.).
- Co-ordination between IT and Operations for smooth delivery of daily business needs.
- Managing two facilities comprising 800+ staff which includes IT (Tech Support - 24/7, IT Infrastructure, Integration Engineering), Operations (Video Analytics processing and Quality Control), Annotation (Image and Video), Data Engineering and Reporting effectively.
- Strategic planning on execution of various bodies of work (ROI, Reporting, Data Engineering, Technical Support).
- Budget planning for CapEx and OpEx for all departments (IT, Operations, Annotation, Data Engineering).

IT Director at QualSquad Infotech Pvt. Ltd (Wholly owned subsidiary of Everseen Ltd, Ireland), Pune

February 2016 — March 2021

- Manage the deployment, monitoring, maintenance, development, upgrade and support of all IT Systems.
- Roll out of Office 365 and MS Azure AD for the India center.
- Setting up and operating Tech Support Department (24/7) to provide real time support to the clients.
- Integration of Bio-metric with HRMS for attendance and pay- roll management in co-ordination with HR department.
- Project Manager for the ISO 27001:2013 implementation.
- Research and Development of IT Infrastructure and operations required from time to time for its continuous improvement, expansion in the best interest of the company.
- Planning and implementation of Security Architecture (Palo Alto Firewalls) in the organization.
- Meeting all compliance related to IT operations and IT infrastructure (ISMS).
- Expertise in ticketing systems management (Jira, Service Now, Zen-desk, and Quick base).

IT Manager at E Team Infocom Pvt. Ltd., Kolkata

June 2011 — February 2016

- Managing and leading Team of 15 IT Professionals (System Admins, Linux Admins, Database Administrators).
- Managed network and system performance, conducting troubleshooting, security patching, and maintenance.
- Overseeing IT department operations and training.
- Collaborated with other departments to help meet IT needs and properly integrate and secure systems.
- Demonstrated familiarity with latest hardware, software and networking technology.
- Capacity planning, solution designing, implementation and operations of the IT Infrastructure as per requirement for the Data center and 150 staffs.
- Implemented the global Main Servers (IBM) for the Video Analytics Operations on Linux Platform along with configuration of RAID 10.
- Vendor management for all Hardware and Software procurement (Technical and Commercial).
- Liaison with government authorities for Licensing and other government formalities/technicalities.
- Imparting training to different departments for Best IT practices.
- Handling the day to day IT Operations on 24/7 basis in the Organization with complete responsibility and authority.
- Provides consultation to the Top Management regarding new technologies (IT).
- Testing, validation and implementation of the in house developed software for video analytics and providing the training to the Operations department regarding the usage of the software.
- Implementation of Team Viewer Business version for troubleshooting purpose on multi location basis.
- Co-ordination and providing technical requirements to HR dept. regarding recruitment of IT Staffs.
- Meeting various compliance and audits.

○ **Sr. Executive (IT and Projects) at Knowledge Konsultants , Kolkata**

July 2008 — June 2011

- In charge of Technical and Project related issues of the Organization.
- Onsite Configuration and troubleshooting for various clients.
- Solution Designing and Implementation of Wireless LAN for Balmer Lawrie & Co. Ltd (Kolkata H.O).
- Designing, Configuration, Implementation of Wireless LAN for Institute of Engineering and Management Kolkata.
- Pre-Tender Consultancy – Understanding and analysis of customer's requirement, providing solution with suitable & Cost-Effective products & technology.
- Designing, implementation and Commissioning of the entire connectivity (Fiber Optics, STP and wireless along with Active Devices) for the SCADA project for Water Treatment Plant (PHED, Govt. of West Bengal), Murshidabad. Client was Tata Consultancy Services (Kolkata Division).

○ **Executive- Tech Support at Epitom Networks Ltd., Kolkata**

November 2006 — July 2008

- Pre-Tender Consultancy – Understanding and analysis of customer's requirement, providing solution with suitable & Cost-Effective products & technology.
- Co-Ordination with Principal companies for presales solution Design & validation.

- Tender Bidding – Providing Technical assistance to the marketing dept.
- Installation, Configuration of Equipment & Network Management
- Network Troubleshooting
- Liaison with respective authority (ISP / BSNL) for wan project.
- Co-Ordination with Principal companies for post sales technical issues.
- Co-Ordination with top level management regarding administrative / logistics level issues.

○ **Systems Administrator at IntraSoft Technologies Pvt. Ltd. (123Greetings.com), Kolkata**
October 2005 — October 2006

- Configuration and maintenance of Cisco 2600 series Router.
- Configuration of Cisco 515 E PIX firewall for remote access VPN and Network Address Translation (NAT).
- Installed and configured Cisco VPN software in the remote office users for accessing intranet remotely.
- Implemented Windows 2003 server throughout the organization as DNS and Active Domain Controller.
- Co-ordination and Supervision for up gradation of Internet connectivity from 2 Mbps leased line (Copper) to 8 Mbps fiber optic Backbone.
- Configured and implemented Cyberoam UTM Box for bandwidth management and Content Filtering.
- Configured, implemented and up gradation of Symantec Antivirus 10.0 Server.
- Configured and implemented VLAN in Cisco 4503 switch.
- Configuration and maintenance of Cisco Catalyst Layer 3 and Layer 2 switches (4503, 3550, 3750, 3560 and 2924).
- Point of contact for IT vendors and ISP (internet related issues).

○ **IT-Administrator at Desconsoft Ltd, Kolkata**
January 2005 — October 2005

- Configuration and maintenance of Cisco 1721 router.
- Installation and monitoring of Agent Console, Admin Console, Report Agent, VNC and Campaign Manager Software.
- Troubleshooting and maintenance of Extension Client (Voice Server) and Extension Host.
- Periodic update of Operating System and anti-virus.
- Deletion and recording of voice files from FTP site.
- Voice port and Data port assignment to the agents from the Extension Boxes and Layer 2 Switches of Telesynergy and Netgear.
- Maintenance of the Predictive Dialer in the organization.
- Point of contact of the organization for ISP regarding Internet bandwidth issues.
- Vendors management for software and hardware purchase and up gradation.
- Imparting training to the team members and employees.

★ **PROJECT EXPERIENCE**

○ **Implementation of Campus Area Networking project., Kolkata**
March 2006 — February 2007

Indian Institute of Engineering Science and Technology, Shibpur

Implementation of Campus Area Networking project with 3Com Core, distribution and access switches, deployment for Gbic fiber backbone along with Firewall, wireless , NMS . Antivirus integration.

○ **Commissioning and implementation of entire Campus Area Networking, Sri Kalahastipur (Andhra Pradesh)**

May 2007 — August 2007

Lanco Industries Ltd. (Andhra Pradesh)

Commissioning and implementation of entire Campus Area Networking using both active and passive devices. Active devices include Cisco Catalyst 3550, 3750 switches and Cisco 2811 router.

○ **Designing, implementation and commissioning of the entire connectivity, Murshidābād (West Bengal)**

November 2009 — April 2011

Tata Consultancy Services Ltd. (Kolkata)

Designing, implementation and Commissioning of the entire connectivity (Fiber Optics, STP and wireless along with Active Devices) for the SCADA project for Water Treatment Plant (PHED, Govt. of West Bengal), Murshidabad.

🎓 **EDUCATION AND CERTIFICATIONS**

○ **B.Com, University of Calcutta**

1998 — 2001

○ **Post Graduate Diploma in Information Technology (PGDIT)), Sikkim Manipal University of Health, Medical and Technological Sciences**

2001 — 2002

○ **MSc(IT), Sikkim Manipal University of Health, Medical and Technological Sciences**

2002 — 2004

○ **Cisco Certified Network Associate**

○ **Sonicwall Certified (Unified Threat Management and Email Security)**

○ **533 Implementing Microsoft Azure Infrastructure Solutions**

○ **Certified Lead Implementer Professional (CLIP) for BS 10012:2017+A1:2018 Personal Information Management System including General Data Protection Regulations (GDPR) from British Standards Institution**

🐦 **MEMBERSHIP**

- Indian Society for Training and Development (ISTD).

★ **ACHIEVEMENTS**

- Set up of satellite office in different locations during pandemic to ensure business continuity.
- Promoted to Executive Director (India Operations) from IT Director in the year 2021 (Qualsquad Infotech Private Limited)
- Participated in The National Conference on Range Technology (NACORT 2006) conducted by the Defence Research and Development Organization (DRDO), Govt. of India.