Abhijit Jasu

Date of birth: 31/05/1999 | Place of birth: Kolkata, India | Nationality: Indian | Phone: (+91) 9073165634 (Mobile) | Email address: jasu.abhijit31@gmail.com | Facebook: Abhijit Jasu | Address: KALICHARAN ghosh Road, 127,, 127, Kalicharan Ghosh Road, 700050, Kolkata, India (Work) | Blending creativity with technology to deliver smarter solutions.

About me

Cloud Infrastructure & Application Support Engineer with 5 years of experience in IT operations, cloud management,

automation, and software quality assurance. Skilled in optimizing IT processes, managing cloud-based infrastructure, and

implementing automation tools to enhance operational efficiency. Demonstrated ability to troubleshoot complex issues, lead cross-

functional teams, and drive process improvements. Seeking to leverage expertise in Cloud Infrastructure, IT Management,

Application Support to contribute to business success

Education & Training

Bachelor's Degree Kalinga Institute of Industrial Technology | 22/06/2016 - 18/07/2020 | Bhubaneswar, India

Level in EQF 6

Work experience

Application Support Engineer Accenture | 21/08/2020 - 17/01/2025 | Kolkata, India

Conducted capacity planning exercises to anticipate future growth and maintain optimal

system performance levels.

Provided technical support to end-users, addressing complex issues and ensuring timely

resolution.

Contributed to the development of IT policies and procedures that promoted

standardization across the organization''s infrastructure landscape.

Administered cloud-based infrastructure deployments for increased scalability and

flexibilit

Collaborated with vendors to troubleshoot hardware failures, resulting in minimal impact

on operations.

Improved customer satisfaction by addressing and resolving service-related issues

promptly and professionally.

Consistently met or exceeded performance metrics related to service quality, response

time, and customer satisfaction scores.

Evaluated systems according to predetermined checklist and noted issues.

Achieved high levels of productivity by optimizing workload management methods and

prioritizing tasks according to urgency.

Worked closely with developers to provide feedback on application designs based on user

requirements.

europass

Addressed technical issues and guided end users through resolution.

Increased customer satisfaction by providing exceptional support and resolving issues quickly.

Resolved product design, acquisition and launch concerns to achieve customer's targeted business goals.

Language Skills

Mother tongue(s): **Bengali**

	Understanding		Speaking		Writing
	Listening	Reading	Spoken production	Spoken interaction	
English	C2	C2	C2	C2	C2
Spanish	A2	A2	A2	A1	A1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user

Skills

Automation │IT Operations, IT Support│ cloud monitoring and reporting │CA Autosys│ application process │ Monitoring tools (SCOM, SolarWinds, NewRelic, OPManager) cloud security and compliance │ ITSM/ITIL/ServiceNow │Site Reliability Engineering│ use IT tools