

# SUBHA MAJUMDER

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## PROFILE SUMMARY

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IT Support Professional with 7+ years of experience in Desktop Support (L1/L2), Service Desk Operations, Windows Administration, and End-User Support. Skilled in troubleshooting hardware/software issues, supporting Windows 10/11, Microsoft 365 (Outlook/Teams), Active Directory, VPN, printers, and network connectivity issues. Experienced in handling escalations, ensuring SLA compliance, and working in fast-paced ticket-based environments using ServiceNow, BMC, and Zendesk.

## CORE SKILLS

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- Desktop Support (L1/L2), End User Computing (EUC), Break/Fix Support
- Incident Management, Service Desk Operations, Escalation Handling
- Windows 10/11 Troubleshooting, Basic Windows Server Support
- Active Directory: Password Reset, Account Unlock, User/Group Management
- Microsoft 365 / Office 365: Outlook, Teams, OneDrive Support
- VPN Support, LAN/Wireless Troubleshooting, DNS/DHCP/IP Basics
- Printer & Peripheral Troubleshooting (Network/Local Printers, Drivers)
- Remote Support Tools: RDP, Citrix, AnyDesk/TeamViewer
- Ticketing Tools: ServiceNow, BMC, Zendesk
- Documentation: Knowledge Base Articles, SOPs, User Training

## PROFESSIONAL EXPERIENCE

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- **Subject Matter Expert (SME) in Blitzpath Innovation Pvt Ltd** **November 2023 to February 2025**
  - Acted as the primary escalation point for high-priority and unresolved technical issues, ensuring timely resolution and minimal downtime.
  - Ensured adherence to SLAs, improved response quality, and maintained strong customer satisfaction through effective troubleshooting and communication.
  - Collaborated with internal teams to perform root cause analysis (RCA) for recurring issues and helped implement long-term solutions.
  - Monitored and tracked support metrics such as resolution time, backlog, and First Contact Resolution (FCR).
  - Supported team operations across multiple time zones for both national and international customers.
  - Assisted in improving support processes, documentation, and knowledge sharing within the team.
- **Desktop Support Engineer in Nihilent Technology** **November 2022 to July 2023**
  - Provided L2 desktop support for enterprise users, resolving incidents related to OS, applications, access issues, and peripherals.
  - Supported endpoint management using Microsoft Intune for device compliance and secure configuration.
  - Assisted with Autopilot provisioning to streamline device setup and ensure standardized configurations.
  - Generated reports related to device compliance and endpoint health to support IT operations and security requirements.
  - Supported users through remote troubleshooting and on-site assistance as required.

- **Technical Expert in Blitzpath Innovation Pvt Ltd** **August 2020 to November 2022**
- Delivered advanced technical support to both domestic and international customers in a ticket-based environment.
- Troubleshoot complex issues involving OS, applications, and connectivity, ensuring resolution within SLA timelines.
- Managed escalations effectively and coordinated with internal stakeholders for critical issue resolution.
- Contributed to documentation and best practices to reduce repeat incidents and improve service quality.
  
- **System Expert in Aditya Birla Fashion and Retail** **October 2018 to February 2019**
- Provided L1/L2 support for desktops/laptops, printers, and end-user applications.
- Supported email configuration and troubleshooting for Outlook and other clients.
- Resolved VPN/RDP connectivity issues and assisted users with access/login problems.
- Installed software, performed patching, and ensured system performance and security.
  
- **Desktop Support Engineer in Concentrix** **July 2016 to May 2018**
- Provided service desk support for hardware/software/network issues and ensured timely resolution.
- Troubleshoot Windows OS issues, printer problems, and LAN/Wi-Fi connectivity issues.
- Assisted users with login issues, password resets, and account lockouts.
- Performed installations, upgrades, and patch management for user systems.

## **TOOLS & TECHNOLOGIES**

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- Operating Systems: Windows 10/11
- Directory Services: Active Directory (Basic Administration)
- Productivity Tools: Microsoft 365 (Outlook, Teams, OneDrive)
- Remote Support: RDP, Citrix, AnyDesk/TeamViewer
- Ticketing Systems: ServiceNow, BMC, Zendesk
- Networking Basics: DNS, DHCP, TCP/IP, VPN
- Endpoint/Device Management: Microsoft Intune, Autopilot

## **EDUCATIONAL QUALIFICATION**

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- Bachelor of Arts (B.A.) from the University of Calcutta in 2008
- Arena Animation Academy Specialist Program (AAASP) from the Arena Animation Academy from 2008 to 2012
- Higher Secondary (10+2) from WBCHSE in 2005
- Madhyamik (10<sup>th</sup> Class) from WBBSE in 2003

## **CERTIFICATION & TRAINING**

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- Microsoft 365 Administrative Expert (MS-102) - Training Completed (Udemy)
- Azure Fundamentals (AZ-900) – Training Completed (Udemy)
- Cisco Certified Network Associate (CCNA) Course from IIHT
- Computer Networking (N+) Course from IIHT
- Computer Hardware Maintenance (A+) Course from Youth Computer Training Center