

Curriculum Vitae

BISWA MOHAN PRADHAN

IT INCHARGE

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Place and Date of Birth

Odasingh, Cuttack, Odisha- 754201
12th Oct 1980

Nationality

Indian

Marital Status

Married

OBJECTIVE

Results-driven System Administrator with 19 years of experience managing IT infrastructure, ensuring optimal performance, security, and scalability. Skilled in network administration, cloud solutions, and troubleshooting complex technical issues. Seeking to leverage expertise in a challenging role to enhance system reliability, streamline operations, and support organizational growth. Committed to continuous learning and implementing innovative IT solutions to drive efficiency.

PROFESSIONAL EXPERIENCE

Experienced and dedicated IT Help Desk Specialist with 19 years of proven expertise in providing comprehensive technical support, managing IT infrastructure, and ensuring seamless operations. Adept at handling user issues efficiently, maintaining IT assets, and supporting communication systems. Advanced knowledge in WordPress website development and graphic designing. A proactive professional with certifications in fire safety and first aid, committed to workplace safety and operational excellence.

CORE COMPETENCIES

- Operating Systems: Windows, Mac OS
- Web Development: WordPress (Advanced)
- Graphic Tools: Canva
- Networking: LAN/WAN Setup, Device Configuration
- IT Tools: Remote Desktop, Help Desk Ticketing Systems
- Communication Devices: Analog Systems, Mobile Device Setup
- IT Help Desk Support
- User Issue Troubleshooting
- IT Asset Management
- WordPress Website Development
- Graphic Designing (Business Cards, Brochures, Posters)
- LAN, Telephone & Mobile Device Management
- Documentation & Reporting
- Communication Systems Support
- Emergency Response (Fire & First Aid Trained)

Responsibilities:

- Provide desktop support to end users across the trade floor and operations, ensuring smooth and efficient IT functionality.
- Handle installation, repair, servicing, and maintenance of hardware equipment such as printers, scanners, and peripherals.
- Deliver both on-site and remote IT support to users based in the Singapore office.
- Support, maintain, and troubleshoot both hardware and software systems on the trade floor, ensuring minimal downtime.
- Perform PC workstation moves, additions, and changes (MACs) as required.
- Provide technical support for the following software and platforms:
- Manage and support mobile telephony systems, including:
- Offer remote desktop support to assist users efficiently across various locations.
- Co-ordinate with local vendors for hardware procurement and warranty claim.
- Google work space Admin skills.

PROFESSIONAL EXPERIENCE

Deccan Charters Private Limited, India

*IT Support Specialist
July 2007 – Present*

- ♦ As an Information Technology Specialist, you bring a cutting-edge blend of innovation, a results-driven approach, and a fervor for advancing technological solutions to our dynamic IT team. Your expertise and dedication will play a pivotal role in steering our technology initiatives to new heights.
- ♦ Hands-on technical support in resolving hardware and software-related issues promptly and efficiently.
- ♦ Provide end-to-end technical support to all users across the organization.
- ♦ Manage IT assets including desktops, laptops, landlines, mobile phones, and network equipment.
- ♦ Maintain inventory, documentation, and proper asset tracking for audits and updates.

Attend and resolve more than 10 technical support calls per day with a high resolution rate.
- ♦ Ensure uptime and reliability of office communication systems.
- ♦ Develop and maintain websites using WordPress.
- ♦ Design business cards, brochures, posters, and other visual materials for internal use and branding.
- ♦ Actively participated in Fire Fighting and First Aid training programs to contribute to a safer work environment.

EDUCATION

- PUC in Commerce
- Diploma in Computer Hardware & Networking
- Diploma in Computer Science & Engineering (incomplete)

LANGUAGES

■■■■■■ English 10/10

■■■■■■ Hindi 10/10

■■■■■■ Odia 10/10

■■■■■ Kannada 6/10

ADDITIONAL SKILLS

- Fire Fighting Training
 - First Aid Training
 - WordPress Website Development
 - Effective communication and teamwork skills
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Covering Letter

Dear Hiring Manager,

I am writing to express my interest in the System Administrator / IT Support / Help Desk position at your esteemed organization. With over Eighteen years of hands-on experience in IT Support and Desktop Administration, along with A+ and N+ certifications, I bring a strong technical foundation and a service-oriented approach to IT operations.

Currently working at Deccan Charters Pvt Ltd, I have extensive experience in troubleshooting hardware and software issues, managing Windows environments, user account administration, network support, system maintenance, and providing remote and on-site technical assistance, dealing with local vendors and proper documentation. I am well-versed in resolving end-user issues efficiently while ensuring minimal downtime and maintaining high customer satisfaction.

My role has strengthened my ability to handle IT infrastructure support, system monitoring, backup coordination, antivirus management, and documentation of IT processes. I am comfortable working independently as well as collaborating with cross-functional teams to meet organizational goals.

I am highly organized, quick to adapt to new technologies, and committed to continuous learning. I believe my technical skills, professional attitude, and dedication to support excellence make me a strong candidate for this role.

I believe that I am ideally suited to your company and am keen to attend for interview. Please contact me on **+91 8660258009**, **+91 9886294977**, **+91 9740032052** or at bmp.odasingh@gmail.com if you require any additional information.

I would welcome the opportunity to discuss how my experience can add value to your IT team.

Sincerely

Biswa Mohan Pradhan