

# Curriculum Vitae

**BISWA MOHAN PRADHAN**

IT INCHARGE

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## Place and Date of Birth

Odasingh, Cuttack, Odisha- 754201  
12<sup>th</sup> 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.
- Dealing with local vendor or service provider for the implementation or procurement.
- 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 on the requirement.
- 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.

## 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.

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## 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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