

# AKASH KUMAR SINGH

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Kolkata, West Bengal

## EMPLOYMENT

Engineer System Administrator

Associate Engineer

Accenture

Mar 2022- June 2023

- Hands-on experience in **operating system troubleshooting** and problem resolution.
- Conducted depth analysis of system logs, error messages, and user reports to identify root causes of issues and implement effective solutions.
- Performed post-patching validations to ensure successful implementation and system stability
- Successfully planned and executed **patch management** activities for operating systems, including Windows
- Collaborated with cross-functional teams to coordinate patching activities, including system administrators, security analysts, and application owners
- Implementation of cloud infrastructure solution
- Implementation of alerts and monitoring solutions in **Azure** to ensure system availability and performance optimization
- Implemented best practices for **workspace** and **VM creation**, including proper sizing, storage allocation, and network configurations
- Conduction of regular backups and disaster recovery planning for virtualized environments, ensuring data integrity and system resilience
- Hands-on experience in creating **workspaces** and **VMs**.
- Hands-on experience in **Service Introductions & Migrations**.

## STRENGTHS:

- Effective communication and interpersonal abilities
- Successfully managed daily BAU activities, effectively balancing multiple tasks and responsibilities to ensure smooth operations.
- Prioritized tasks based on urgency, impact, and stakeholder needs, ensuring critical objectives were met with in specified timelines.
- Adapted quickly to changing priorities and workloads, demonstrating flexibility and resilience in a dynamic work environment.
- Strong ability to manage daily BAU activities under **work pressure** and excellent prioritization and **time management skills**.

## LANGUAGES AND TECHNOLOGIES:

### Patch Deployment Tools:

Microsoft SCCM, WSUS.

**Tools:** Splunk, Cyberark, Service Now.

**Technologies:** Azure, AWS ,Citrix

## EDUCATION:

Kolkata, West Bengal

IEM

August 2022-April 2024

MBA (Master of Business Administration) pursuing with Dual Specialization

- Marketing
- Business Analytics

Kolkata, West Bengal

EIILM

August 2018-August2021

- BBA (Bachelor of Business Administration) graduate with 7.87 CGPA

**CERTIFICATION:**

- Microsoft Certified: Azure Fundamentals
- Biz Venture
- Soft Skills certification from I.E.M Learning
- Bull Master
- Knowledge Exchange Series