

ANSELM DSOUZA

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OBJECTIVE

Results-oriented IT professional with over 3+ years of demonstrated expertise in navigating complex IT landscapes within both publicly traded and privately held enterprises. Proven track record in delivering value and innovation in Technology, Strategy, and Corporate Planning. Proficient in hardware maintenance and adept at system administration tasks, including network management, server configuration, and security protocols. Dedicated to optimizing IT infrastructure for enhanced operational efficiency and productivity.

SKILLS

. Active Directory	. SCCM	. DNS, DHCP	. Firewall	. Power BI
. Windows server	.SQL	. Excel	.CMS	. JIRA
. Troubleshooting	. Network Protocols	. Ticketing (SLA /TAT)	. Word Press	. Agile
. Database	. Python	. Git	. Win SCP/Putty	. Defining KPIS

EXPERIENCE

TECHNOLOGY SUPPORT ANALYST

Aug 2022 - Sept 2023

Integreon managed solutions.

Mumbai, India

- Working knowledge of networking applications, including Microsoft Windows Server, Active Directory Administration, SQL Server, TCP/IP troubleshooting, DNS and DHCP implementation.
- Provided hands-on maintenance and support for servers, computers, tablets, networks, and users on board.
- Proactively monitored the health of network systems and applications, ensuring maximum up time and addressing potential issues promptly.
- Conducted regular backups of all server-based systems to ensure data integrity and security.
- Supported embarkation and debarkation processes related to IT, system connectivity, and communication with PMS and POS software.

WEBSITE OPERATIONS EXECUTIVE

Jan 2022 - Aug 2022

NYKAA Pvt Ltd.

Mumbai, India

- Led the development and content management services for Brand's application on various desktop platforms, enhancing overall user experience.
- Created multiple pages from scratch and implemented curated URLs for product listings, optimizing the user journey and ensuring seamless navigation.
- Implemented innovative solutions for linking and URL curation, streamlining the product showcasing process and enhancing accessibility.
- Successfully maintained a cohesive and user-friendly application environment, contributing to increased user satisfaction and brand

IT EXECUTIVE

Mar 2020 - Dec 2021

Atos worldline India Pvt Ltd

Mumbai, India

- Provided technical support to end-users via phone, email, and chat, resolving hardware and software issues promptly. Assisted with troubleshooting network connectivity, printer problems, and software installations.
- Escalated, reported, and tracked high and critical issues to appropriate management team.
- Conducted self-audits for adherence to IT and company policies, practices, and service levels, including compliance regulations (SOX, PCI, HIPAA). Provided after-hours support for IT-related issues.

EDUCATION

Bachelors in Electronics and Telecommunications , Mumbai University	May 2019
Diploma in Electronics and Telecommunications , Mumbai University	May 2015

CERTIFICATIONS

Microsoft Certified Solutions Associate (MCSA): Windows Server

Cisco Certified Network Associate (CCNA)

Com TIA A+ Certification

STCW courses (FPFF, EFA, STSDSD, PST, PSSR) + Public safety course (PSF)

IT networking and support via GOOGLE

PWC Switzerland Power BI

J.P. Morgan Software Engineering

PROJECTS

- J.P. Morgan Software Engineering Virtual Experience on Forage - January 2024
- JP Morgan Chase & Co. Agile Job Simulation on Forage - January 2024
- PWC Switzerland Power BI Job Simulation on Forage - January 2024
- Bachelors Projects- 1. Car theft detection and tracking 2. Circular Wide Band antenna
- Diploma Projects- Radio Frequency based home automation

ADDITIONAL INFORMATION

- Languages Known: English, Hindi and Marathi
- Passport V4749970 1 Year Schengen Visa
- Vaccines Yellow fever COVID (1st, 2nd and Booster), MMR (1st and 2nd), Varicella (1st and 2nd)
- DATE OF BIRTH 03-03-1996