



Dipankar BARUA

Product Support Engineer

📍 Lyon , France

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🌐 <https://weblog.mrbarua.com>

🌐 SOCIAL

📺 @mrbarua

📺 @mrbarua

📄 PROFILE

I'm a positive guy with high social skills and a big interest in IT and I love travelling, editing films and writing articles outside of office hours/at weekends. My thesis for my Master's degree in Computer science revolves around Web Development, Customer Success, IT Security and the Internet of things

🎓 EDUCATION

Master of Science (M.Sc.), Computer Science

EPITA: Ecole d'Ingénieurs en Informatique, Paris ,France

2016 - 2018

Bachelor of Computer Application

Maharshi Dayanand University , India

2011 - 2014

🔧 SKILLS

- IAM
- FrontEnd
- Linux
- VMware
- vSphere
- ESXI
- TCP/IP
- Integration
- Jira
- SQL
- Customer Service
- CyberSecurity
- SSO
- Microsoft
- AD

📁 EXPERIENCE

🕒 International Support Engineer

06-2019 - Present | **Evidian (Atos) - Full Time**

- Global technical support for Evidian Customers, partners, and consultants.
- Provide Customization/Personalization or adds enhancements to the Product.
- Resolve issues through various channels.
- Customize products, intervene on platforms, and collaborate with cross-functional teams.
- Participate in meetings and maintenance of inventory.

📍 Equipier Polyvalent Étudiant

01-2019 - 06-2019 | **MacDonald - Part Time**

- Food and drink prep, order management, packaging, and safety measures for cleanliness and sanitation.

📺 Web Application Developer

07-2018 - 12-2018 | **Recouvéo - Internship**

- Development of modules as per client's needs, HTML5 Layout, CSS3 design, code reusability, and database integration.

📺 Junior Web Developer

02-2016 - 08-2016 | **WebPix Solutions - Internship**

- Designing web pages, focusing on user experience, creating mobile features, coding with HTML/CSS/JavaScript, making mockups, collaborating with the backend, gathering feedback, and proposing solutions

🕒 Technical Support Engineer

07-2018 - 12-2018 | **Sony India -Full Time**

- Address customer issues, research, diagnose, and troubleshoot for solutions.
- Escalate unresolved problems, document knowledge, maintain client relations, and provide feedback.
- Engage with management for project updates.

🌟 CERTIFICATE

Amazon Web Services Cloud Practitioner - 2022

Linux Administration -2022

Linux System Administrators stand at the forefront of managing and optimizing server operations.

Evidian IAM Products

Jira Funadamental

Jira Confluence

Jira Service Management

Jira ITSM

Integration

AD

- Customer Support
- Technical Documentation
- Linux System Administration
- Confluence
- Professional Services
- Account Management
- Virtualization
- System Administration
- Account Management
- Troubleshooting
- Web Development
- Wordpress
- Cloud

Networking Essentials

LANGUAGES

- English
- Bengali
- French
- Nepali
- Hindi
- Chittagonian

INTEREST & HOBBIES



Travelling



Chess



Video Editing



Blog