

Curriculum Vitae

ABHISHEK SHARMA

IT Operations & Project Coordination | RHCSA Certified | Linux Support

Certification ID: 250-189-164

Bhopal, Madhya Pradesh

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PROFESSIONAL SUMMARY

IT Operations and Project Coordination with 7+ years of experience supporting government and enterprise IT projects. Strong background in operations management, system coordination, Power BI reporting, and stakeholder communication. RHCSA certified with hands-on experience in Linux system administration, user management, storage, services, and security basics. Seeking mid-level IT Operations / Project roles with growth-focused organizations.

EDUCATION

Degree	Institution	Year	Score
MCA	TIT College	2014–2017	7.5 CGPA
BCA	Chitransh ADPG College	2010–2013	70%

TECHNICAL SKILLS

- **RHCSA-certified**
- **Data & Analytics:** Power BI, Excel, MySQL
- **Visualization & Presentation:** PowerPoint (Advanced), Dashboards
- **Web & Development:** HTML, CSS, PHP

PROFESSIONAL EXPERIENCE

System Admin Support

ITE Infotech Pvt. Ltd, Bhopal | Aug 2023 – Dec 2025

- Perform daily server health checkup using commands to check CPU, memory and system load status
- Monitor disk space and perform basic log cleanup activities to keep server storage healthy
- Support user account management including user creation, password reset and permission verification using standard Linux commands
- Access servers remotely using SSH to perform basic troubleshooting and check service status
- Checking system log files to identify login or system related issues
- Support Linux system updates and checked services after update as per team process
- Monitor daily scheduled backup jobs and reported failures to senior level for further action

Project Executive – GIS

MP State Electronics Development Corporation (MPSEDC), Bhopal | Jun 2022 – Jun 2023

- Manage Power BI dashboards for project and performance monitoring
- Assisted in IT operations, system monitoring, and reporting
- Coordinated with government departments and service providers
- Supported system documentation and e-office processes
- Worked on RFP, DPR, PQ & TQ related documentation and tender support activities
- Prepared project-related PPT presentations and supported WhatsApp chatbot onboarding activities.

Project Supervisor – NAFIS

Smart Chip Pvt. Ltd., Bhopal | Mar 2020 – May 2022

- Led a 40-member operations team for large-scale IT-enabled government projects
- Supervised biometric and demographic data capture & digitization using Morpho Card Capture
- Performed data quality checks (QC) using JAR Viewer application to ensure accuracy and compliance
- Supported system setup, application installation, and technical troubleshooting across workstations
- Managed secure application execution using VMware virtualized environments
- Coordinated data backup and recovery operations using NAS storage systems with data recovery teams
- Monitored system performance and application availability to ensure uninterrupted operations
- Liaised with government officials and technical stakeholders for smooth IT operations and compliance

Operations Executive

TCS iON, Bhopal | Jun 2019 – Feb 2020

- Conducted audits of digital examination center
- Verified IT infrastructure and system readiness
- Prepared audit reports and inventory documentation
- Conducted State & central govt. Exams

EARLY CAREER TECHNICAL EXPOSURE

Web Development & Hosting Exposure (Early Career)

Mayalism IT Solution, Bhopal | Jun 2017 – Jun 2019

- Worked on WordPress-based website support and basic content updates
- Assisted in backend and frontend development related tasks
- Gained basic exposure to hosting servers and deployment environments
- Supported website maintenance and issue coordination

CORE SKILLS

- Linux
- PowerPoint Presentation | Data Cleaning (Excel) | Data Forecasting
- Power BI Dashboards | WordPress Development | Technical Support
- Stakeholder Management | Productivity Reporting | Record Management
- Basic Networking Understanding (IP, DNS, Connectivity Check)

CERTIFICATION

- Red Hat Certified System Administrator (RHCSA – EX200)
Red Hat Enterprise Linux (RHEL 9.3)

DECLARATION

I, Abhishek Sharma, hereby declare that the information provided above is true and accurate to the best of my knowledge.