Shivam Sharma
L1 Analyst in Microsoft project - HCL Technologies

Ghaziabad, Uttar Pradesh - Email me on Indeed: indeed.com/r/Shivam-
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WORK EXPERIENCE

L1 Analyst in Microsoft project

HCL Technologies - Noida, Uttar Pradesh -

September 2016 to Present

Learnings: learnt to work on different fields such as networks, servers,
Sql server, and some
integration software tools such as Microsoft service now (SNOW)
● •Worked as L1 analyst in IT Command Center team for monitoring networks
and server issues.
● •Handson experience in monitoring tool service now (SNOW)
● •Worked on user requested mails regarding servers and network break fix
issues.
● •Communicating and coordinating with different track teams for proper
resolution of issues.
● •Worked on GMO Sql servers for troubleshooting issues like job
failures, disk space issues.
● •Worked on troubleshooting servers issues like RPD, connectivity, disc
space, servicesSPN
creation and deletion.
● •Knowledge of DHCP, DORA process, Active directories, DNS, FSMO roles,
Forests and domains,
portioning, static and dynamic IP, trust relations
● documenting new process

EDUCATION

Bachelor of Technology in Computer Science Engineering

Indraprastha Engineering College, Uttar Pradesh Technical University -
Ghaziabad, Uttar
Pradesh

2016

Greenfields Public School - New Delhi, Delhi

2010

SKILLS

SQL (1 year), HTML (Less than 1 year), INCIDENT MANAGEMENT (Less than 1
year), IT
INFRASTRUCTURE (Less than 1 year), MS OFFICE (Less than 1 year)

ADDITIONAL INFORMATION

CORE COMPETENCIES
● Professional Communication
● Incident management

- Networks and servers monitoring
- Understanding of IT infrastructure
- Understanding of L1 networks and servers troubleshooting
- MS Office
- HTML
- SQL
- Windows OS

PERSONAL TRAITS:

- Ability to produce the best result in pressure situations.
- Good time management
- Ability to work in team as well as individual.
- analytical and critical thinking
- good presentation skills