

# Bhaskar Sharma

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## PROFESSIONAL SUMMARY

Highly motivated and detail-oriented IT professional seeking a challenging position in IT Asset Management. Offering a strong background in managing and optimizing IT assets, combined with excellent analytical skills and a passion for improving operational efficiency. Committed to ensuring accurate inventory control, cost optimization, and compliance with industry standards.

## WORK EXPERIENCE

### DTDC EXPRESS LTD

Panchkula, Haryana

*IT Asset Management (Roll)*

*Jul 2019 -Present*

- Orchestrated the development and integration of a robust IT Asset Management initiative, resulting in optimized asset tracking and utilization; increased asset utilization rates by 20% and reduced maintenance costs by 30%.
- Led cross-functional team to implement inventory control procedures resulting in a 20% reduction in stock variances and a 25% increase in inventory accuracy, facilitating smoother operations and inventory management.
- Collaborated with procurement and finance teams to streamline software and hardware procurement processes, resulting in cost savings of 15%.
- Integrated comprehensive asset lifecycle management processes, including retirement and disposal, ensuring compliance with environmental regulations; reduced asset-related costs by 15% and improved sustainability metrics by 20%.
- Analyzed and presented detailed reports on IT asset performance, utilization, and compliance to senior management, driving informed decisions that enhanced operational efficiency by 20% and ensured regulatory adherence.
- Created and implemented robust IT asset management protocols, leading to a 20% reduction in asset downtime and a 30% increase in asset lifecycle efficiency.

### DTDC EXPRESS LTD

Panchkula, Haryana

*IT Support Specialist*

*Jul 2019 - Present*

- Resolved 200+ hardware and software issues monthly by developing streamlined troubleshooting guides and implementing remote diagnostics; decreased average resolution time from 45 minutes to 20 minutes, boosting operational efficiency by 55%.
- Assisted in the installation and configuration of new IT assets, ensuring compatibility and adherence to security protocols.
- Conducted regular maintenance and updates on IT assets, ensuring optimal performance and security.
- Documented and tracked IT assets, maintaining accurate and up-to-date inventory records.

## EDUCATION

Delhi University

New Delhi, Delhi

*BA Programmer*

*Graduation Date: Nov 2017*

Sarvodaya Bal Vidyalaya

New Delhi, Delhi

*CBSE*

*Graduation Date: May 2012*

Raghubir Singh Modern School

New Delhi, Delhi

*CBSE*

*Graduation Date: May 2010*

## SKILLS

IT Asset Management, Inventory Control, Software and Hardware Procurement, Vendor Management, Cost Optimization, Compliance and Audit, Asset Lifecycle Management, IT Asset Tracking and Reporting

## CERTIFICATIONS

ISO 20000 - Principle of IT Service Management System (ITSM)

ITIL 4 Fundamentals - Essentials of IT Service Management

## TECHNICAL SKILLS & LANGUAGES

**Skills:** Microsoft Office (Excel, Word, PowerPoint)

**Programming language:** HTML, CSS, Js(Basic)

**Tools & Technologies:** Git, Github (Bsharma1993)

**Frameworks & Database:** Node.js, React.js, MongoDB

**Hardware:** Desktops, Laptop, Servers, NetworkEquipment