Devansh Sharma

Phone: +91-9340848451

Email: 134dev.s@gmail.com

LinkedIn: www.linkedin.com/in/devansh-it

CAREER OBJECTIVE

Experienced IT Systems Administrator with expertise in **Windows & Linux environments**, **virtualization**, **networking**, and **enterprise application support**. Skilled in **cloud technologies (Microsoft 365, Azure AD)**, **endpoint management**, and **automation scripting**. Proven ability to deliver **L1/L2/L3 technical support**, implement **ITIL best practices**, and ensure **secure, efficient infrastructure operations**. Ready to contribute to **cloud-first, AI-driven environments** with strong knowledge of **Azure and modern IT solutions**.

ACADEMIC QUALIFICATION

- Completed Bachelor of Arts from Jiwaji University Gwalior, Madhya Pradesh, India (2019-2022)
- ITIL V4 Certificate from Pink Elephant (2025)
- Microsoft AI Skillset Certification
- Microsoft Azure Administrator Associate (AZ-104) Cert Prep by Microsoft Press
- Diploma in Cloud Computing from Jetking Learning Centre Gwalior in (2023-2024).
- Completed Higher Secondary School Certificate Examination from Govt. Boys Hr. Sec, Thattipur,Gwalior, Madhya Pradesh, India (2018-2019) with 84.6%
- Completed High School Certificate Examination from Durgadas School, Gwalior (2016-2017) with 82.6%

EXTRA TRAININGS AND CERTIFICATION

I hold industry-recognized certifications including **CompTIA A+** and **Network+ (Udemy, 2024)**, **Cisco Certified Network Associate (CCNA) (Udemy, 2024)**, and a **Diploma in Cloud Computing from Jetking Learning Centre, Gwalior**. Recently, I earned the **ITIL® 4 Foundation certification from Pink Elephant**, strengthening my expertise in IT service management best practices. Additionally, I have completed **Microsoft AI Skillset Certification** and **Microsoft Azure Administrator Associate (AZ-104) Cert Prep by Microsoft Press**, expanding my proficiency in AI and cloud administration.

WORK EXPERIENCE

IT Customer Operations Depot– RSM USI

09/2025-currently working

IT professional experienced in coordinating technology projects for U.S.-based clients and leading deployments in India. Skilled in automation (PowerShell, SCCM, Intune), ITAM cloud management, and leveraging Microsoft Azure and Microsoft 365 to optimize workflows. Strong leadership in guiding cross-functional teams and delivering projects on time. Enthusiastic about driving efficiency, scalability, and security through innovative solutions.

System Engineer – ABB India Pvt. Ltd. (*Payroll: WWTS & Arvensys)*

09/2024 to 09/2025.

As a System Engineer at ABB India Pvt. Ltd., I provide IT infrastructure support including user provisioning, device compliance, and application troubleshooting. I manage Microsoft 365, Intune, and Exchange Online, supporting both Windows and macOS devices with MDM/MAM policies. I handle tickets via ServiceNow, coordinate escalations, and maintain secure remote access using Cisco AnyConnect and Zscaler.

IT Support Engineer – Curio Infotech Pvt. Ltd., Gwalior, Madhya Pradesh, India.

11/2022 to 05/2024

At Curio Infotech Pvt. Ltd., I provided L1/L2 support for Windows and Linux systems, Microsoft Office 365, SAP, and AutoCAD. My responsibilities included OS installations, patch management, data backups using Veeam and Zerto, and system recovery. I also created and maintained virtual machines using VMware and Hyper-V, managed network services such as DHCP, DNS, and firewalls, and supported LAN/WAN infrastructure. Additionally, I assisted in ITIL-based incident, request, and asset management processes.

KEY SKILLS

Systems Administration & Virtualization

- Installed, configured, and maintained Windows OS (7–11) and Windows Server editions (2008R2, 2012, 2016, 2019, 2022).
- Performed daily health checks, patching, and troubleshooting for Windows Server environments.
- Managed Active Directory (on-prem & Azure), Group Policy, DNS, DHCP, and user account administration.
- Implemented server roles and features including Hyper-V, File Services, and Remote Desktop Services.
- Proficient in VMware, Hyper-V, and Virtual PC for server and desktop virtualization; created and managed VMs for production, testing, and training.
- Deployed software updates and patches using WSUS, SCCM, and Microsoft Endpoint Manager.

- Set up and maintained LAN/WAN environments, routers, switches, and wireless access points.
- Implemented secure VPN solutions (Cisco AnyConnect, Zscaler) and managed remote access.
- Configured DHCP, DNS, and gateway services for enterprise networks.
- Administered Microsoft 365 and Exchange Online.
- Managed device provisioning and compliance policies via Intune.
- Skilled in OS upgrades, recovery processes, and virtualization for enterprise environments.

Networking & Security
- Applied CCNA-level knowledge in subnetting, topology design, and cabling.
- Managed security system rules, access policies, and network traffic monitoring tools like Logic Monitor and Kaseya.
- Ensured secure connectivity using VPNs and proxies (Cisco, Zscaler).
- Enforced internal access controls and endpoint compliance standards.

Backup & Disaster Recovery
- Executed backup and disaster recovery strategies using Veeam, Zerto, and Quest Rapid Recovery.
- Ensured data integrity, business continuity, and minimal recovery time in event of failure.

Application Support & ITIL Practices
- Provided L1/L2/L3 support for critical business applications including Windows OS, SAP, and Office 365.
- Resolved Outlook issues (mailbox limits, OST/PST corruption, mobile sync).
- Utilized ITIL best practices for incident, change, and asset management.
- Coordinated with vendors for escalations, warranty claims, and hardware replacements.
- Maintained hardware inventories, software licensing, and service documentation.
- Applied MDM and MAM policies for consistent device posture management and secure mobile productivity.

Scripting & Automation
- Developed Bash scripts for Linux system maintenance and automation.
- Wrote batch scripts for legacy Windows systems and administrative tasks.

Tools & Environments
- Ticketing: ServiceNow, Zoho Desk
- Monitoring & RMM: Kaseya, Logic Monitor
- Data Centre Operations: Rack & stack, cable management, patch paneling, hardware troubleshooting
- Support Delivery: VIP client support, remote assistance, onsite & datacenter presence
- Mac Devices Support: MDM, MAM Support

Core Competencies
- Windows & macOS Device Support | Microsoft 365 & Exchange Online
- Mobile Device Management (MDM) | Mobile Application Management (MAM)
- Microsoft Intune
- Virtualization (VMware, Hyper-V) | Endpoint Configuration Manager (SCCM)
- Active Directory (On-Prem & Azure) | Device Provisioning & Compliance
- Scripting: Bash, Batch, HTML, CSS
- Backup & Disaster Recovery | Veeam, Zerto
- Ticketing: ServiceNow, Zoho Desk
- Network & Security | VPN (Cisco AnyConnect, Zscaler) | Firewalls
- ITIL V4 Processes | L1/L2/L3 Application & OS Support

STRENGTH

- Initiative-taking and self-driven, Willingness to learn new things.
- Flexibility and Adaptability to working environment.

HOBBIES AND INTERESTS

- Watching Movies and Web Series.

LANGAUGES KNOWN

English (professional competence), Hindi (communicative competence), Gujarati (Basic Level)

SELF DECLARATION

I hereby declare that all the above information is true to the best of my knowledge and belief.

Cover Letter

Email: 134dev.s@gmail.com | **Phone: 9340848451 | LinkedIn: www.linkedin.com/in/devansh-it |**

Dear Hiring Manager,
I am writing to express my interest in the IT/Cloud Administrator and Support position. With over 3.5 years of experience in technical support and network management, I have developed strong skills in troubleshooting, system optimization, and user support, which I am confident will add value to your IT team.

Throughout my career, I have consistently delivered effective solutions for hardware and software issues, ensuring minimal downtime and enhanced operational efficiency. I have direct experience with configuring and maintaining network devices, including routers, switches, and firewalls, while implementing security protocols to protect sensitive data and maintain network reliability.

I pride myself on providing excellent customer service by promptly addressing technical inquiries and guiding users through solutions clearly and patiently. Additionally, I am proficient in installing, upgrading, and maintaining operating systems and applications, along with managing backups and performing regular system maintenance.

I am also experienced in creating training materials and conducting sessions to empower staff with the latest IT best practices, which has helped improve overall team productivity and support efficiency.

Equipped with IT certifications and knowledge of Windows, macOS, and Linux platforms, I stay committed to continuous learning to keep up with evolving technology trends. I am eager to bring my technical expertise, critical thinking skills, and dedication to excellence to your organization.

Thank you for considering my application. I look forward to the opportunity to contribute to your team and help drive your IT initiatives forward.

Sincerely,
Devansh Sharma