



Arvind Sharma



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Summary

- 12+ year's rich experience in IT specialist with expertise in ERP / ICT / MIS having BCA in 2004.
- Mid-level experience with administering high traffic.
- Knowledge of parallel computing technologies and understanding.

PROFESSIONAL SKILLS

- ERP/MIS, IT/ICT management, System administration, Hardware and Networking.
- Experience in trouble-shooting, performance tuning of Operating System, services with proven analytical and problem-solving skills.
- Strong interpersonal, communication, and presentation skills to effectively work with informatics, scientific and administrative personnel.
- Detail oriented, multi-tasking, self-starter with strong interpersonal skills.
- Proven analytical, organizational, and problem-solving skills.
- Detail-oriented with strong organizational and planning skills to address user needs in an effective and timely manner.
- Hands on experience on System Analysis & Design Skills.
- Hands on experience in Data Backup & Recovery, Data Security and change control management skills.
- Proficient or familiar with a vast array of programming languages, concepts and technologies, including:

IT Tools Authentication	LDAP (Active Directory, Open LDAP)
Server	APACHE 2 and above versions, Tomcat, IIS
Cloud	AWS, VMware, O365 Email Security, Commvault, VMS
Databases	MS Sql server, MySQL, PostgreSQL 12.3, PL/ SQL
Operating Systems	WINDOWS XP/7/8/10 / Server 2019, Ubuntu / LINUX
Automation / Tools	JIRA
Certifications	Certificate in Information Technology, VMware certified, Hardware and Networking certified
Domain	Automotive, Telecom, Civil / Railways
Email Client Mail Server	Microsoft Outlook 97/2000/Xp/2003/2007/ O365 Outlook, Outlook Express, Windows Live Mail, Mozilla Thunderbird Google enterprise email-(G-Suit), Post Master (QLC).

Work Experience:

Maharashtra Rail Infrastructure Development Corporation Limited

- Executive - IT
- Mumbai.
- 01/2019 – 05/2024

Project Undertaken:

Project Name	Maharashtra Rail infrastructure Development Corporation Limited
Role	IT Manager
Duration	5 Yrs.
Tools & Technologies	Installation and maintenance of AutoCAD, Midas, E-tabs, CIVIL 3D, Lumion Open Rail, E-DAS, Staad Pro, Infracore, global Mapper.

Project Description: -

Overall IT Management of Maharashtra Rail infrastructure Development Corporation Limited Infrastructure.

Responsibilities: –

- Leading the Technical team of 7 people.
- Technical support 7 branch offices
- Managed Cyber Security Fort iGATE, CybeRoam, D-link Firewalls and Seqrite End point Security.
- Handling 500 computer assigning calls and various activity and MIS of calls.
- Installation and Configuration of Windows 2012 and Windows 2019 Server.
- Creation and Deletion of users in Windows 2012 and 2019 Domain.
- Creation of Email id and user account on various systems in Google-Suit.
- Configuration of Mail Clients like Microsoft O365, MS Outlook, Outlook.
- Installation of operating system and application software.
- Installation and Configuration of Windows Update Server & Clients.
- Vendor management for billing and hardware and software requirements.
- Patch updating for database and another server in domain.
- Installation Configuration & Client Deployment for Seqrite End Point Security.
- HP servers and San storage device calls.
- TATA PRI and SIP Trunk / lease line.
- CCTV camera Outdoor and Indoor installation and managed NVR data Recording.
- Managed all branches data backup.
- Backup & Restore of User, Department & Servers Data, NAS DATA
- Configure PF Sense proxy server
- All Branches Attendance ESSL Bio Metric device's data centralized in SQL Server and upload GreytHR portal.
- CCTV Monitoring 150 Project site in Maharashtra.
- Make the video conferencing for Delhi Railway board, Mantralya, MMRDA, and Government sectors.
- Make in Video Conferencing for Interviews in office.
- Update Company's Web Site Page, You tube, Facebook, twitter, Instagram accounts.
- Installed and Configured Solar winds 8 Orion Network Monitoring software to aid in network link monitoring and troubleshooting purposes.
- Providing all Levels of technical support to company staff.
- Manage VODAFONE COCP Account 600 numbers & Vodafone IBS system.
- Canon and HP Plotters & Printers
- Print Server installation
- Managed Ploy Cam RealPresence IP Based Video conferencing system 700, 500, 300 Series & Sound Automation
- Manage ILL and SIP Trunk Link all Branch office.
- Accounting application Tally server Installation daily data Backup
- Implemented On going Rail, Road Project Live view on Management Cabin and Tablet
- Managed all branched AutoCAD Admin Portal for Users Creation and deletion.
- Managed all branches Email ID's Creation and storage.

Housing Development Infrastructure Limited Mumbai

- IT Engineer
- Mumbai
- 08/2013– 01/2019

Project Undertaken:

<i>Project Name</i>	Maharashtra SRA Project and Building Construction
<i>Client</i>	Maharashtra Housing and area development Authority
<i>Role</i>	IT Infrastructure Manager
<i>Duration</i>	5 Years
<i>Tools & Technologies</i>	Configuring E-scan & Kaspersky antivirus server, Unifi Network Wi-Fi Implementation

Project Description: -

Managing a large IT Infrastructure for a corporation firm and working to increase the operational efficiency by developing & implementing IT System according to Systems Development Life Cycle.

Responsibilities: –

- Handling 1000 computer assigning calls and various activity and MIS of calls.
- Configure the Manageable switch Cisco.
- Installation and Configuration of Windows 2003 and Windows 2008 Server.
- Creation and Deletion of users in Windows 2003 and 2008 Domain.
- Creation of Email id and user account on various systems in postmaster.
- Configuration of Mail Clients like MS Outlook, Outlook Express.
- Installation of operating system and application software.
- Installation and Configuration of Windows Update Server & Clients.
- Vendor management for billing and hardware and software requirements.
- Patch updating for database and other server in domain.
- Installation Configuration & Client Deployment for E-scan & Kaspersky Antivirus
- HP servers and San storage device calls.
- TATA PRI and DIA/lease line/MPLS Line.
- CCTV camera DVR data Recording.
- Company's all branches' data backup & Managed IT related Issues.
- Backup & Restore of User, Department & Servers Data
- Update antivirus
- Configure WIFI network
- Configure San Storage Sinology
- Configure PF Sense proxy server
- Installation & Configure SAP 7.30

Virtual Info System Pvt. Ltd. Mumbai

- IT Engineer
- Mumbai
- 01/2013 – 08/2013

Project Undertaken:

<i>Project Name</i>	IT Department
<i>Client</i>	Clean India Journal
<i>Role</i>	Engineer of the department-IT
<i>Duration</i>	8 Months
<i>Tools & Technologies</i>	Installation of Windows 2008/2003, Web Designing, Automation techniques and latest IT tools

Project Description: -

In-house Supervision of all the IT works within the organization.

Responsibilities: –

- Developing and overseeing SMART goals for hardware, software, and storage
- Ensuring strategic capacity planning
- Managing all of the IT department, including:
 - Directly supervising IT staff
 - Hiring certain members
 - Handling employees' concerns and performances
 - Communicating with the technology team and other departments as collaboration requires
- Determining business requirements for IT systems
- Identifying and eliminating security vulnerabilities with strategic solutions that increase data security
- Directing and supporting the implementation of new software and hardware
- Identifying and recommending new technology solutions
- Managing the organization's help desk (internal, external, or both)
- Coordinating IT activities to ensure data availability and IT infrastructure/network services with as little downtime as necessary
- Implementing executive policies

Venmitra Systems Mumbai

- Customer Support Engineer-IT
- Mumbai
- 09/2010– 12/2012

Project Undertaken:

<i>Project Name</i>	HPCL DCMS Project
<i>Client</i>	NPCL, Air-India, RCB, BARC,
<i>Role</i>	IT Management Support
<i>Duration</i>	2 year 3 months
<i>Tools & Technologies</i>	Installation of IBM Servers in Shipping Corporation
<i>Project Description: -</i> Providing Infrastructure solution and setup has per project requirements for server and network designing. <i>Responsibilities: –</i> <ul style="list-style-type: none">• Development and management of ICT system using Latest IT technologies.• Oversee daily maintenance activities and support issues. Lead from the front for all critical issues to ensure faster recovery of services• Periodic service review with support teams and vendors for addressing issues, reviewing root cause / trends for identification of permanent fixes / service improvements• Coordinate with Auditors to facilitate audits, follow up with teams for closure of audit items• Coordinate with Information Security team for understanding requirements and taking required action for closure.• Record and track all ICT infrastructure assets and related expenses• Manage the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems, including servers, PCs, operating systems, hardware, software, and peripherals.• Oversee provision of end-user services, including help desk and technical support services. Analyze IT requirements of project sites and implement according to business objectives.• Monitor critical Infrastructure health and report non compliances• Negotiate and administer vendor, outsourcer, and consultant contracts and service agreements.• Manage a distributed team across various locations for supporting end users within SLA• Facilitating IT audits, vendor management and documentation process.• Heading team of three IT System engineer and handling and assigning calls and various activity and MIS of calls• Implementation of IT for effective call monitoring• Installation and Configuration of Windows 2003 and Windows 2008 Server• Creation and Deletion of users in Windows 2003 Domain.• Creation of Email id and user account on various systems• Configuration of Mail Clients Like MS Outlook, Outlook Express• Installation of operating system and application software.• Installation and Configuration of Windows Update Server & Clients• Vendor management for billing and hardware and software requirements• Patch updating for database and other server in domain• Configuration of Blackberry handsets with telecom providers and Hp Handheld devices.• Installation Configuration & Client Deployment for Antivirus• Acer ASP Support.• Fujitsu and IBM servers and San storage device calls monitoring.• Desktops And Laptops Calls in Air India, Rastriya chemical and fertilizer, Hindustan petroleum Corporation Limited.	

Freelancer

- IT Consultant
- Mumbai
- 01/2005 – 07/2010

Determining IT requirements, suggesting suitable hardware and applications, setting up computer networks, removing viruses, training users, and reporting to clients.

EDUCATION

- ***Bachelor's Degree in Computer Application (BCA)***
 - 2001 – 2004
 - 63.0%
- **MAHATMA GANDHI KASHI VIDYAPEETH (VARANASI UTTAR PRADESH)**
- ***Higher Secondary Education***
 - *12th Science Stream*
 - 1997 – 1998
 - 63.40%
- **UP BOARD-ALLAHABAD**
- ***ITI Electrician Trade***
 - Electrician
 - 1993 – 1995
 - 72.71%
- **INDUSTRIAL TRAINING INSTITUTE OF MAHARASHTRA**
- **SSC BOARD**
 - *10th SSC*
 - 1992 – 1993
 - 66.85%
- **MAHARASHTRA STATE BOARD-PUNE**