



# 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 &amp; 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 &amp; 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 &amp; 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"><li>• Development and management of ICT system using Latest IT technologies.</li><li>• Oversee daily maintenance activities and support issues. Lead from the front for all critical issues to ensure faster recovery of services</li><li>• Periodic service review with support teams and vendors for addressing issues, reviewing root cause / trends for identification of permanent fixes / service improvements</li><li>• Coordinate with Auditors to facilitate audits, follow up with teams for closure of audit items</li><li>• Coordinate with Information Security team for understanding requirements and taking required action for closure.</li><li>• Record and track all ICT infrastructure assets and related expenses</li><li>• Manage the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems, including servers, PCs, operating systems, hardware, software, and peripherals.</li><li>• 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.</li><li>• Monitor critical Infrastructure health and report non compliances</li><li>• Negotiate and administer vendor, outsourcer, and consultant contracts and service agreements.</li><li>• Manage a distributed team across various locations for supporting end users within SLA</li><li>• Facilitating IT audits, vendor management and documentation process.</li><li>• Heading team of three IT System engineer and handling and assigning calls and various activity and MIS of calls</li><li>• Implementation of IT for effective call monitoring</li><li>• Installation and Configuration of Windows 2003 and Windows 2008 Server</li><li>• Creation and Deletion of users in Windows 2003 Domain.</li><li>• Creation of Email id and user account on various systems</li><li>• Configuration of Mail Clients Like MS Outlook, Outlook Express</li><li>• Installation of operating system and application software.</li><li>• Installation and Configuration of Windows Update Server &amp; Clients</li><li>• Vendor management for billing and hardware and software requirements</li><li>• Patch updating for database and other server in domain</li><li>• Configuration of Blackberry handsets with telecom providers and Hp Handheld devices.</li><li>• Installation Configuration &amp; Client Deployment for Antivirus</li><li>• Acer ASP Support.</li><li>• Fujitsu and IBM servers and San storage device calls monitoring.</li><li>• Desktops And Laptops Calls in Air India, Rastriya chemical and fertilizer, Hindustan petroleum Corporation Limited.</li></ul>	

**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***
  - *12<sup>th</sup> Science Stream*
  - 1997 – 1998
  - 63.40%
- **UP BOARD-ALLAHABAD**
- ***ITI Electrician Trade***
  - Electrician
  - 1993 – 1995
  - 72.71%
- **INDUSTRIAL TRAINING INSTITUTE OF MAHARASHTRA**
- **SSC BOARD**
  - *10<sup>th</sup> SSC*
  - 1992 – 1993
  - 66.85%
- **MAHARASHTRA STATE BOARD-PUNE**