

**Arvind Sharma**

# 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:

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| --- | --- |
| *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:

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| --- | --- |
| *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, Infrawork, global Mapper. |

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:

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

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:

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| --- | --- |
| *Project Name* | IT Department |
| *Client* | Clean India Journal |
| *Role* | Engineer of the department-IT |
| *Duration* | 8 Months |
| *Tools & Technologies* | Installation of Windows 2008/2003, Web Designing, Automation techniques and lates  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:

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| --- | --- |
| *Project Name* | HPCL DCMS Project |
| *Client* | NPCL, Air-India, RCB, BARC, |
| *Role* | IT Management Support |
| *Duration* | 2 year 3 months |
| *Tools & Technologies* | Installation of IBM Servers in Shipping Corporation |
| *Project Description: -*  Providing Infrastructure solution and setup has per project requirements for server and network designing.  *Responsibilities: –*   * 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)

o 2001 – 2004

o 63.0%

# MAHATMA GHANDHI KASHI VIDYAPEETH (VARANASI UTTAR PRADESH)

## Higher Secondary Education

o *12th Science Stream*

o 1997 – 1998

o 63.40%

# UP BOARD-ALLAHABAD

## ITI Electrician Trade

o Electrician

o 1993 – 1995

o 72.71%

# INDUSTRAIL TRAINING INSTITUE OF MAHARASHTRA

* **SSC BOARD**

o *10th SSC*

o 1992 – 1993

o 66.85%

# MAHARASHTRA STATE BOARD-PUNE