**CHAHAT SHARMA Phone +91-9582293201**

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**CAREER OBJECTIVE**

To achieve organizational excellence with drive, initiative and commitment and come up in life as a talented professional in any organization providing excellent growth opportunities, professional satisfaction and challenging work environment. A keen interest in IT infrastructure management, NMS/EMS innovation and exploitation of tools and processes to increase efficiency and reduce cost.

**PROFESSIONAL SUMMARY**

* A technocrat with overall **3.5 yrs of experience in NMS/EMS** Designing, and Troubleshooting/Technical Support.
* Presently associated with **Wipro Ltd. as Administrator (Engineer) (HP) Tools**.
* Experienced in Enterprise Management System for **HP suite: OMI, OMW, OBR and NNM**.
* Skilled and disciplined in ITIL mainly Incident, Change Management and Problem Management practices and processes.

**CORE COMPETENCIES**

### TECHNICAL

* IT Infrastructure Tools : HP OMI,HP OMW,HP OBR, HP NNM, HP SIS
* OS Platforms : Windows and Linux
* Languages/Scripting : C, SQL, bash shell
* Databases : MS SQL,Vertica

### CLIENT SERVICING

* Managing customer service operations for rendering and achieving quality services.
* Responsible for resolving customer complaints on performance bottlenecks.
* Providing value added customer services by attending customer queries and issues.
* Defining new processes and deployment of tools to continuously improve the Quality and efficiency of the team. Working with the team in carrying out installations, upgrades, patch management, research and changes as required.

### BEHAVIORAL SKILLS

* Understanding the technological needs of the business and end users and keeping them in mind when taking actions or making decisions.
* Taking innovative approaches to problem solving and creative solutions.
* Working co-operatively (rather than competitively) with others to achieve a common goal.
* Interacting with team members, outsourcing agencies, customers and vendors for integration of operations, computer hardware, operating systems, communications, software applications and data processing while concern schedules, Budget and maximize the benefit of the product.

**ORGANIZATIONAL EXPERIENCE**

**Centre for Railway Information System**

Responsible for Implementation of Products: HP OMI, HP NNM, HP OMW, HP Site Scope, & HP OBR of CRIS infrastructure.

**HP OMI**

* Configuration of Topology and Event syncing with NNM, OBR and OMW.
* Creation of Monitoring Dashboards with respective Business Views/Models and KPI/HI/ETI assignments for User monitoring.
* Configuration of custom business rules, propagation rules, KPI assignment rules and Event Suppression rules for different CI types.
* Installation and Integration with Other tools.
* Creation of User accounts for the user view perspective.

**HP OMW**

* Enabled the monitoring of servers in environment by installing agents.
* Installed and upgraded the HP OMW.
* Configuration of different custom policies on servers.
* Created different user groups and accounts with their respective policy assignments.

**HP OBR**

* Integrated with HP OMI/Agents for server reporting and with HP NNM for Network reporting.
* Worked on Vertica DB and upgradation of HP OBR along with Vertica.
* Configured the OBR for data collection from sources.
* Designed the counterparts of reports by SAP BO.

**HP SiteScope**

* Enabled the URL Monitoring.
* Configured connected servers for their performance monitoring.
* Enabled the monitoring of Non-SNMP devices (Network& Server).

**HP NNM**

* Integrated with OBR and OMI for further Performance views and reports.
* Monitoring enabled for SNMP and ICMP devices.
* Configured the custom node groups and security groups for monitoring of large network devices under their different tenant NNMs.
* Handle the traffic reports and its issues.
* Reporting management by NPS for current data checks and OBR for any historical checks.

**REWARDS AND RECOGNITION**

* Received the Appreciation certificate and recognition for my efforts in CRIS.
* Received the Winner circle applause for my consistent performance.
* Client appreciation for timely deliverables and quick responses during implementation.
* Recognized by my Seniors and upper management for providing fruitful and quick solutions in project.

**ACADEMICS**

2011-2015 Chitkara University BE(ECE) 8.28 (CGPA)   
2011(12th) Govt Model Senior Secondary School-16, Chandigarh 85.4%   
2009(10th) Manav Mangal School, Panchkula 93.2%

**PERSONAL INFORMATION**

Father’s Name:             . Krishan Kumar Sharma

Mother’s Name:             Raj Bala Sharma

Nationality:                     Indian

Languages:                     English, Hindi

Date of Birth:                  25/12/1993

Age:                                 25 years

Permanent Address:       2886 Sector 15 Panchkula Haryana 134113

Passport: L4852582

CHAHAT SHARMA