

# Amit Sharma

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## Professional Summary

- Experienced Application /Desktop Support Engineer familiar with user support and root cause analysis.
- Advanced knowledge of IT operations and the dedication to see issues through to the end. Pursuing new professional challenges with a growth-oriented company.

## Work Experience:

### **Organization: Genpact India PVT LTD**

**Dec-2021 – Till now**

**Designation: Senior Associate**

**Client: The Boston Consulting Group**

**Dec 2021 to till now**

**Client Support: As, an L1 Application Support Engineer**

- Working on Microsoft Dynamics/Provisioning Dynamic License for user and handle daily technical support to ensure proper functioning.
- Respond and resolve the support requests and service tickets on Service Now.
- Working on Icertis for provisioning user access and handle daily technical support to ensure proper functioning.
- Provide technical support to customers on Tableau
- Identified issues, analyzed information and provided solutions to problems.
- Office 365: Creating users / License / Blocking Spam / Mail Forwarding / Creating Hold for Terminating user.
- Active directory account creation and deletion/Creating Distribution List/Shared Mail.

### **Organization: Wipro Limited**

**Aug 2019 – Dec-2021**

**Designation: Administrator**

**Client: Canara HSBC OBC**

**Dec 2019 to Dec-2021**

**Client Support: As, an L 1 Application Support Engineer**

- Working on Control-M software/Batch-operator/creating Windows/Linux/Cognos related batch jobs.
- Monitoring/Scheduling batch jobs in Control-M.
- Identified issues, analyzed information and provided solutions to problems.
- Debug Java batches/Provide permanent resolution and root cause analysis.
- Respond and resolve the support requests and service tickets on Manage Engine Service Desk Plus

**Client: Nestle India Limited**

**Aug 2019 to Dec 2019**

**Client Support: As, a Desktop Support Engineer**

- Configuration/Setup/Support/Account Creation/Handling and aligning of Technician.

- Maintain service user workstation / Deploy laptops to new users / Install audiovisual equipment as needed / Manage all in-bound and out-bound tickets for the helpdesk system / Service office printer's / Support remote user through the Skype/VNC/Teams.
- Configuration / Setup/Support / Account Creation / Handling and aligning of Technician / Inventory Control / Price Management of products.
- Incident / Retail / Chronic Call with Client
- Handle daily technical support activities on desktop support/Install and test desktop software applications and internet browser/Test computers to ensure proper functioning of computer systems.
- Office 365: Creating users / License / Blocking Spam / Mail Forwarding / Creating Hold for Terminating user.
- Active directory account creation and deletion/Creating Distribution List/Shared Mail.
- Monitoring Jobs on Email/Server

#### **Software:**

- Control-M
- DB2
- Cognos Application
- Lotus Notes
- Office 365
- Microsoft Dynamics
- Tableau
- Icertis
- Manage Engine Service Desk Plus
- Service Now

#### **Education:**

- Graduation in BCA | 2020-2023 | MAHARAJA AGRASEN HIMALAYAN GARHWAL
- Diploma in E.C.E | 2017-2019 | BOARD OF TECHNICAL EDUCATION

#### **Skills & Abilities**

- Quick Learner
- Time management
- Able to operate under pressure.
- Team Player

#### **Declaration:**

I hereby declare that the above mention details are true to the best of my knowledge.

Date:

Place:

(Amit Sharma)