**CURRICULUM VITAE**

* **BASIC INFORMATION:**
* **NAME** : SHEELAM SINGH
* **SEX** : Female
* **DOB**  : 11/05/1991
* **EMAIL**-**ID** : sheelamsingh90@gmail.com
* **CONTACT** **NO**: 9769486469/7039898475
* **QUALIFICATION:**
* 12TH HSC in Mathematics (2008-2009) with 73%.
* 4 Years of BE in Computer Science Engineering (2009-2013) with 70%.
* 2 Years of MTech in Computer Science Engineering (2014-2016) with 8.3 CGPA
* **KEY SKILLS /TOTAL EXPERIENCE:**
* which includes following key features :-
* Basic of Network which includes OSI, TCP/IP, Network Devices, Transmission Media.
* Hands on experienced on ticketing tools Sapphire IMS.
* Outlook configuration , call log management via Incident and Service Request within SLA
* Microsoft office Installation and Troubleshooting , Excel ,Outlook (zibra), spreadsheet,
* Checklist, Permissions to users Data Backup

Mail ID Creation and Deletion

* PST Creation, Recovery of Mails ,Mail Conversion Mail Quota Increase
* Require a GAL file, VPN ID Creation , deletion ,VPN ID Extension
* Need VPN Access, Server Access, Folder access
* Autocad Installation, Barcode Software
* IP Messenger Installation, SAP & Application Access Request
* Request for Multi-Party VC
* Request for Webinar, VM Configuration
* Active Directory Services

**Current Employment Details**

Email and log issues into problem management system (e.g. Resolve, Remedy, Track It). Diagnoses basic hardware and software problems by phone or email. Responds to basic troubleshooting steps , Assists clients via research and problem solving. Refers more complex questions to appropriate subject matter expert.

**Project 1**

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| **Organization** | Blue Star private limited |
| **Client** | Wipro technologies |
| **Job Role** | **Desktop support engineer** |
| **Duration** | January 2019 To June 2019 |
| **Project Description** | Managing, Monitoring and Troubleshooting |
| **Job Responsibilities** | Creation and managing the Incident and Service Request within SLA  Call loging in Sapphire tool and Assign to onsite engineer , resolved within response time as per severity with help of vendor coordination .  Managing, monitoring signal strength ,power usage , ATTK activity to  Handling the Anti malware attack. Escalated to SNXT team and GSOC for firewall issue with help of IP address |

Project 2

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| **Organization** | Hexaware Technology (Navi Mumbai) |
| **Client** | TP link |
| **Job Role** | **Technical support engineer** |
| **Duration** | March 2018 To January 2019 |
| **Project Description** | Managing, Monitoring and Troubleshooting |
| **Job Responsibilities** | * Creation of Operational report. resolve service request via Email daily basis * Resolve query received by Email if not solve, on call provide end to end Solution * Managing, monitoring signal strength ,Raise SR in portal for network issue. * Handling connectivity issue ,signal drop ,speed issue. * If network issue not resolve by our end assign visit by network team etc. * Ticket Tools: CRM. |

I hereby declared that the information given above is true and with best of my knowledge.

DATE :

PLACE: SHEELAM SINGH