

Abhishek Sharma

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CAREER OBJECTIVE

A career that offers me the opportunity to showcase my skills and strength while facing the real life projects challenges and also keeping up with the organization goals and objectives.

I am eager to contribute my creativity and hard work towards the success of your company and to the growth of the fast developing field.

PROFESSIONAL EXPERIENCE

Server Support Engineer –Level 2

May 2015 - Present

Real Time Data Services Private Limited, Gurgaon

Roles & Responsibilities:

- Analysis, diagnosis and resolution of issues on terminal servers hosted to our clients
- Collaboration with system administrators to prevent system downtime
- Ensuring client satisfaction and perform quality work on all services requests
- Troubleshooting on technical queries and dealing clients via calls, chats and email
- Diagnose and quickly resolve a wide range of windows and applications issues to help minimize downtime
- Install, upgrade and troubleshooting of Accounting/Tax software such as QuickBooks, ACT, ATX etc.
- Managing user accounts on servers.
- Working on windows servers, cloud technology and virtualization
- Performing windows troubleshooting
- Troubleshooting & maintenance of terminal servers
- Working on Outlook configuration & its functions
- Migration of Windows server 2008, 2008R2, 2012 and 2012R2 from test environment to production environment.
- Providing Data back-up, migration and restore for the servers.

Technical Support Engineer

September 2012 – May 2015

Tech Mahindra Limited, Noida

Roles & Responsibilities:

- Working with NETGEAR (a U.S manufacturer of computing networking equipment and other computing hardware)
- Network troubleshooting which includes mapping LAN, WAN environment via routers, switches, and configuring access points, extenders to enhance wireless range
- Hardware and Software troubleshooting dealing with Windows XP/Vista/7/8 and Mac OS
- Handling escalations, returning phone calls to high end users and helping in resolving different networking issues
- Working efficiently in order to meet tight deadlines on multiple projects
- Creating High end Graphic Presentations for e-learning.

- Playing roles of a critical team member and mentor. Always involved in drawing up team plans for the new joiners, arranging and delivering sessions
- Ability to excel as an individual and at the same time achieving the goals with the team.

TRAINING & PROJECT-ACADEMICS

Computer Engineering Project Intern

March 2011 – June 2011

Tata Consultancy Services (TCS), Gurgaon

Roles & Responsibilities:

- Worked on a project “Fader GUI Interface” associated with the client “Rohde and Schwarz”
- Designing and developing the GUI application to control the fader unit testing
- Troubleshooting under Windows XP, C#.net 2008
- Tool Programming using Microsoft Visual Studio 2008

SCHOLASTICS

Bachelor of Technology (Information Technology) (First Division)

2007-2011

Bhai Gurdas Institute of Engineering & Technology, Sangrur, Punjab
Punjab Technical University, Jalandhar, Punjab

Senior Secondary School Education (XII) (First Division)

2006-2007

Bhartiya Vidya Mandir Senior Secondary School, Ludhiana, Punjab
Punjab School Education Board

Secondary School Education (X) (First Division)

2005-2006

Bhartiya Vidya Mandir Senior Secondary School, Ludhiana, Punjab
Punjab School Education Board

ACHIEVEMENTS

- Acknowledged for delivering high quality service and recipient of the “Award for Excellence”, “Monthly Performance Award”, “Best Net Promoter Score” and “Spirit to Serve Award” for producing results that reinforce NETGEAR’s key business initiatives for the years 2013, 2014 and 2015 consecutively
- Recipient of the “Employee of the Month” and presented with “Star of the Month” award in accolades ceremony for the month of June 2013 at Tech Mahindra Limited
- Recipient of \$300 cash reward for topping all the key matrices for client relations across all global centers in the year 2014.
- Recipient of the Group-Discussion contest in “Tech Fest 2008” and secured First Place
- Recipient of First Place in Hindi subject with distinction in 10th grade in the session 2004-05
- Active Participation in numerous arts events and various study competitions at school-level, zone level and state level

VOLUNTEER EXPERIENCE

Volunteer and Activist

2015 - Present

Rainbow Bridge Pet Loss Grief Center, Florida, USA

- We, at Rainbow Bridge take the death of a pet very seriously. We share a bond with those who have also lost a loved pet. Pet loss chat and Pet lost forum are the areas where I usually indulge myself in. I try to be a great “shoulder to cry on” for those I reach out to. Also, I am the first volunteer from India to offer my volunteer services.

Organ Donation Contribution

2015

Donate Life India

- On 13th August 2015, National Organ Donation Day, I made a strong decision to save lives by signing up to be an organ and/or tissue donor on a website “<http://donatelifeindia.org>”. I feel very proud in making my own little contribution towards saving someone’s life.

Organizing Committee Member

2008

Bhai Gurdas Institute of Engineering & Technology, Sangrur, Punjab

- Participated and organized the 4th National Level technological festival “Armageddon 2008”

Volunteer and Activist

2003

Global Cancer Concern India

- Helped organize fundraising events
- Raised national awareness for cancer

PERSONAL INFORMATION

- Date of Birth : 06 November 1989
- Gender : Male
- Marital Status : Unmarried
- Languages : English, Hindi, Punjabi
- Permanent Address: 774/1 Old, 3781 New, Jassian Road, Haibowal Kalan, Ludhiana -141001, Punjab

DECLARATION

I do hereby declare that the particulars of information and facts stated here are true, correct and complete to the best of my knowledge and belief.

Abhishek Sharma