

Nikhil Sharma

Dinkarpur, Muzaffarnagar, UP – 251318

Phone: +91-8394982363 | Email: nikhilsharma3492@gmail.com

Linkedin: [nikhil-sharma4](#)

PROFESSIONAL SUMMARY

A motivated and skilled System Engineer with over 1.7 years of experience in technical support and systems engineering. I possess a strong understanding of operating systems, troubleshooting, and IT operations, with a focus on enhancing performance and resolving issues efficiently. Eager to contribute my expertise in technical support and systems management to an innovative IT team.

PROFESSIONAL EXPERIENCE

Instakart Service Pvt. Ltd. (Flipkart.com)

System Engineer as Team Lead

Duration: Sep 2023 to till now

- Installed, configured, and maintained operating systems, application software, and system management tools.
- Managed HDD, Desktop and Laptop inventory, ensuring proper system functionality.
- Gained hands-on experience with Windows.
- Utilized the Connect IT ticketing tool to track and resolve technical issues.
- Contributed to the operations team during sales events, learning basic supply chain processes.
- Manage Assets Inventory and ITAM Genie also.
- Knowledge about Assets Management Hardware & Software.

Key Tools Used: BMC , My-Apps, SQL, GENIE

EDUCATION

Bachelor of Computer Applications (BCA)

Year of Completion: 2022

DAV Degree College, Muzaffarnagar (Affiliated to CCSU)

Master of Computer Applications (MCA)

Year of Completion: 2024

SD. College of Management Studies, Muzaffarnagar (Affiliated to AKTU)

Intermediate

Year of Completion: 2019

Arya Academy Inter College, Shahpur

High School (10th)

Year of Completion: 2017

Arya Academy Inter College, Shahpur

TECHNICAL SKILLS

- **Operating Systems:** Windows, Chrome OS
 - **Programming Languages:** HTML, CSS, Javascript, Java(J2SE), Node.js
 - **Databases:** MongoDB, SQL, SQLite3
 - **Concepts:** OOPs
 - **Frameworks:** Bootstrap, Express.js
 - **Networking:** Basic Networking Concepts
 - **Tools:** PUTTY, Active Directory
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STRENGTHS

- Strong leadership and interpersonal skills
 - Hardworking and punctual
 - Optimistic and dedicated
 - Ability to work well in team settings and independently
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DECLARATION

I hereby declare that the above-mentioned information is true and correct to the best of my knowledge and belief.

Nikhil Sharma