 Archana Sharma

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Objective:

Seeking to develop as a capable and competent IT professional in alignment with the success and development of the organization associated.

Career Abstract

* Working in IT- infra service delivery department as Engineering Manager in Cotiviti Nepal since 2019 to present.
* Worked as Sr. System Engineer In Verscend Technologies Nepal From 2010 to 2019 ( It was mersed to Cotiviti on 2019)
* Worked as Support Engineer in SUBISU Nepal (nearly 1.5 year on 2009 )

Education ­­

* Masters In Business Administration, MBA ( Ace Institute Of Management, from 2010- 2015).
* Bachelor’s in engineering in electronics and communication 2008 (Nepal college of Information Technology, Balkumari, Katmandu)
* Intermediate in science and technology 2003-2004 (Shree Satya Sai Vidya Vihar, New Delhi, India)
* School leaving Certificate 2002 (Tulsi Boarding School, Tulsipur dang ,Nepal)

Work Experience

1. **Engineering Manager, IT-Infra Service delivery (from 2019 to present)**

*Cotiviti Nepal Pvt. Ltd., Hattisar Kathmandu Nepal.*

Achievements/ Tasks

* Involved in managing the service desk team and the projects that comes within the department.
* Responsible for IT Inventory management and forcast.
* Responsible to provide consistent, first-line support for end users seeking assistance with IT and Business service issues.
* Provided timely resolution for incidents or escalation on behalf of customer to appropriate personnel and provides incident status updates to management and end-users.
* Analyzed technical issues and problems, diagnose problems, provide support to employees, and support other technicians with issues.
* Available for escalation of routine support tasks.
* Installation and upgrade (maintain standards) of software as required by the users through Deployment tool.
* Create and update knowledgebase articles to ensure quality documentation exists for the support process.
* Mentoring and supporting other team members.

1. **Sr. System Engineer**

*Verscend Technology Pvt. Ltd., Hattisar Kathandu (From 2010 to 2019)*

Achievements/ Tasks

* Administrator in Windows Server and Active Directory administration.
* Virtual and physical server Configuration on need basis of the user and management in Nepal office (VMWARE ESXI, HP SAN).
* Patch management for all users from WSUS.
* Manage user L2 security from Network Ports.
* Backup management for critical servers.
* Citrix VDI support for users.
* User policy management from Group Policy Object (GPO)
* Machine configuration (laptop/desktop).
* Hardware issue management for all desktop and servers in Nepal office.
* User access and management (onboarding and offboarding users).
* User access and management for different applications.
* Email creation and configuration for users, office 365 exchange environment.

1. **Support Engineer**

SUBISU Pvt Ltd from: 2009 to 2010

Achievements / Tasks

* Was involved in cable support and configuration for home Internet service and router configuration.
* Was responsible to take care for corporate fiber client’s issues using different monitoring tools (Netriver, Raisecom, MRTG configuration)
* Within this period, I was also involved in network handling, and switch configuration. Knowledge in handling mail server in Linux machine.
* Was part of the training on how to maintain relationship with guest.

Trainings and Certifications

* Year 2007 : CISCO Networking Academy Program (From Katmandu College of Management, Saatdobato, Lalitpur)
* Year 2010 : Red Hat Training course (From computer Point, Ghantaghar,Kathmandu,Nepal).
* 2011: Scrum Alliance ( ScrumMaster)
* 2013: VMware Certified Associate

Skill Highlights

* Windows Server 2016, 2012, 2008 & 2003 with Active directory user management.
* Group policy management for security control.
* VMware ESXI server configuration and management.
* Virtual Desktop Environment support.
* Patch management for windows system.
* OKTA environment.
* Configuration and manage user machine from workspace 1.
* IT Inventory management.
* Lead and manage the team globally along with technical skills.

Languages

* Nepali
* English
* Hindi

Reference

* Chandra Kancharana, Cotiviti India,
* Sanjeev Shrestha, Cotiviti Nepal
* Ujjwal Hada, Cotiviti Nepal