Prince Sharma

## Mobile: +91 7005245490/ 9774642917

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**OBJECTIVE**

To employ my knowledge and experience with the intention of securing a professional career with

opportunity for challenges which in turn’s will benefit the organization.

**JOB PROFILE**

Holding 1.5 years of experience **Support Infrastructure** as a **Customer Care Representative** and

provided client level support to **Amazon Business and their customers.** Worked on customer and client

satisfaction index. Worked on **Windows platform** for database **administration.**

Similarly with ***Support Infrastructure*** Ability to analyze & provide Production and IT related support to fixing task as per agreed SLA / OLA.

**WORK EXPERINCE**

* **Altruist Technology Pvt. Ltd Designation: Customer Care Representative Feburary /2021 – June 2021**
* **Aligned Automation Pvt. Ltd**

**Designation: Sr.Techinical support engineer**

**July /2021 – currently working.**

***KEY DELIVERABLES AND RESPONSIBILITY***

*Worked in* ***Support Infrastructure*** *as a* **Customer Care Representative** *and provided client level support to Amazon Business and their customers..*

⭬ Dealing with the business customers of **Amazon Business**..

⭬ We used to provide the **support via calls to the clients.**

⭬ To communicate with the customer we are using **Xlite tool.**

⭬ There is **Outbound process to deal with Clients**.

⭬ Worked on **Windows platform.**

⭬ MS Outlook configuration and their **troubleshooting.**

⭬ Inventory Management with **MS Excel**.

⭬ Install, upgrade, support and troubleshoot **XP, Windows 7, 10 and Linux Operating systems**.

⭬ Preparing and **configuring laptops and desktops as per standard build.**

⭬ **Dell server and components dispatches.**

⭬ working on server support and components. **Servers like power edge and power vault.**

⭬ Identifying the **faults on components**.

⭬ Meeting client requirements within **SLA.**

⭬ Have an experience in **windows server and VM ware**.

⭬ Also worked in **rotational shift.**

⭬ Have worked on **all region time zone.**

**PROFESSIONAL COURSES**

Feb. 2016 : **C Programming** Certification

June 2016: **Computer Hardware & Networking.**

Dec. 2018: Web Designing.

Apr 2020: Blockchain Essence Course. Dec. 2020 : Java Programming.

**KEY SKILLS**

* + **Windows** Server System & Windows Server **Database Administration.**

## Hardware & Networking, Web designing, UI/UX, C Programming, Python,

* + **Java, Block chain essences** , Penetration Testing, Basic of Android programming, system administration,
  + **DHCP, DNS configuration, network administrator** , MCSA, python **in machine learning.**

# ACADEMIA

2019: Diploma in Electronics & Communication Engineering in the year 2019 with 76%. 2015: Intermediate (HSC) from 10+2 Model Higher Secondary School. (Aggregate 60%). 2009: Matriculation (SSC) Chandmari Higher Secondary School (Aggregate 63.33 %).

# PERSONAL DETAILS

Date of Birth : 18th January, 1994.

Linguistic Abilities : English, Hindi, Nagamese, Assamese & Tamil.

Current Address : Punyai Building, near Khandoba mandir Wadgaon Mawal,

Pune – 410506, MAHARASHTRA

Permanent Address **:** Gorakhpur (UTTER PRADESH)

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I hereby declare that the above written particulars are true to the best of my knowledge & belief.

## Prince Sharma