

# SHRADHA AGRAWAL

## CAREER OBJECTIVE

To work in a Professional and Friendly Organization where my Experiences, Qualifications and Certifications will play a role in contributing to the growth of the organization.

## CAREER SUMMARY

- Total Work Experience:– 4 Years
- Professional Qualifications:– M.Tech (Information Technology)

## PROFESSIONAL QUALIFICATIONS

- M.Tech (Master of Technology - Information Technology)
- MCA (Master of Computer Applications)
- PGDCA (2Years) (Post Graduate Diploma of Computer Application)

## GLOBAL CERTIFICATIONS

- ITIL v3 (Foundation) – EXIN
- MCP (Microsoft Certified Professional) – Microsoft

## PROFESSIONAL EXPERIENCES

### Current Organization

- **Technical Assistant Engineer** – JNU, (Delhi) (July 2018 - Till Date)

Roles & Responsibilities –

- **Desktop Support** –
  - Troubleshooting Desktops, Laptops, Printers, Photocopier, Projector, Network, Internet issues, etc.
  - Installing Application, Software, Printer, Shared Folder on the Desktops, Laptops.
  - Registering Compliant with Vendor for Repair & Maintenance of the IT Equipment.
  - Maintaining Stock Register of IT Equipment.
- **Website Support** –
  - Maintaining Website of the Organization. Coordinating with Vendor for Maintenance.
  - Uploading Data and Information in Website.

### Previous Organization

- **System Administrator** – JNV, (Delhi) (July 2016 - June 2018)

Roles & Responsibilities –

- **Desktop Support** –
  - Troubleshooting Desktops, Laptops, Printers, Photocopier, Projector, Network, Internet issues, etc.
  - Installing Application, Software, Printer, Shared Folder on the Desktops, Laptops.
  - Registering Compliant with Vendor for Repair & Maintenance of the IT Equipment.
  - Maintaining Stock Register of IT Equipment.
- **Computer Laboratory** –
  - Maintaining Computer Lab's Desktops, Laptops, Projector, Network, Switch, Router, Internet etc.
  - Registering Compliant with Vendor for Repair & Maintenance of the IT Equipment.
  - Assisting Students in doing Computer Programming, Projects & Assignments in Computer Lab.
- **Samsung SmartClass Laboratory** –
  - Maintaining SmartClass Lab's Laptops, Projector, SmartTV, Network, UPS, Internet, etc.
  - Registering Compliant with Vendor for Repair & Maintenance of the SmartClass Equipment.
  - Updating & Upgrading Samsung SmartClass Software.
  - Assisting Teachers in Using SmartClass Laptop, Projector, SmartTV, Software, etc.
- **Vendor Management & Procurement Activity** –
  - Getting Requirement, Placing RFC, Getting Quotation, Taking Approval, Placing Order with Vendor.
  - Getting Delivery, Submitting Bills to Admin Department for Payments.
  - Updating the Purchase Register & Invoice Register.

- **Office Assistant –**
    - Preparing Documents, Reports and Presentation. Sending it to Head Office.
    - Handling Email Account of the Organization. Sending Email, Replying to Emails.
    - Taking Printouts of Circulars, Notices Letters. Doing Photocopies, Dispatching Couriers, etc.
    - Updating Information in CBSE, DICE, Government Website, Downloading Information from them.
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#### ABROAD EXPERIENCE

- United Arab Emirates (UAE):– City – Dubai (2008 - 2010) ; Designation – Computer Professional
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#### INDUTRIAL TRAINING

- Vocational Training Certificate – ITI Ltd. (Allahabad)
  - .NET Training Certificate – SPAAT Computer Consultancy (Allahabad)
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#### TECHNICAL COURSE

- Certificate in Computer Application – Institute of Professional Studies (Allahabad University)
  - Certificate of ERP (Enterprise Resource Planning) (Functional) – Sun (Delhi)
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#### COMPUTER SKILLS

- Ticketing Tool:– Remedy, ServiceNow
  - Operating System:– MS Windows, Redhat Linux
  - Remote Access Tool:– Remote Desktop
  - Office Tools:– MS Word, MS Excel, MS PowerPoint
  - Email:– MS Outlook
  - Database:– Oracle, MS SQL Server
  - Languages:– C, C++, VB, Java, J2EE, ASP.NET, VB.NET, HTML
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#### PERSONAL DETAILS

- Contact Details:– Mobile – +91 - 9810615982 ; Email – Shradha\_Agrawal@Hotmail.com
- Personal Details:– Gender – Female ; Address – Shalimar Bagh, Delhi - 110088, India
- Professional Details:– Passport – Yes ; LinkedIn – [www.linkedin.com/in/ShradhaAgrawal](http://www.linkedin.com/in/ShradhaAgrawal)

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Place - Delhi