

CURRICULUM VITAE

Gopal Sharma

Contact Details: -
House No. 28 Katesra Faridabad,
Haryana - 121102

E-mail: gopalkaushik14@gmail.com
Mobile: +91-8930628289

OBJECTIVE

To become the top-level management member of an organization where I can utilize my management skills, technical skills, logical skills, analyzing skills & my working efficiency for consistent organizational cohesiveness.

EXPERIENCE SUMMARY: 5 YEARS

Employer	Designation	Duration	Client	Location
Impact Info Tech (P). Ltd	IT Support / End User support & VVIP support	July-2017 to till Now	RBL Bank	Delhi
HSB InfoTech (P). Ltd	System Engineer /Remote Support/VC Support	Dec-2015 to July-2017	RBL Bank	Delhi
CMS InfoTech (P). Ltd	System Engineer / End User support	June-2015 to Dec-2015	Goodyear	Faridabad
HCL Info Tech (P). Ltd	Desktop support Engineer	April -2013 to March - 2014	Smart Chip	Noida

Employer : **Impact Info Tech (P). Ltd**
Client Location : **RBL Bank (Okhla)**

Job Responsibility:-

- Working with the **E-ticketing** tool delivering results within SLA.
- Configuring Lync & Outlook 2010/2013, PST (creates, repair & attached in Outlook).
- Configuration & setup of polycom & cisco VC Devices
- Preparing, Configuration Laptop, desktop for New User, Profile, IP Address & Printer.

- Share the presentation on VC or locally and other troubleshooting regarding VC.
- Diagnose and troubleshoot the entire of all Acer, Dell, Lenovo & HP desktop & Laptop.
- Email configuration on iPhone, Android Devices & I-Paid.
- Backup & update of Smart devices.
- Resolving all the Network and local Printer related issues.
- Antivirus protection using Symantec and simultaneously antivirus updating.
- Install & configure MacAfee Encryption safe boot software.
- Troubleshooting, Installation & Administration of Windows XP /Windows 7,8 & windows 10.
- Providing L2 technical support for DNS, DHCP, Proxy, MS Outlook, Other application related problems.
- Support, administration and management of thin clients system of Dell , HP & AGS.
- Configuration and Management of Public and Internal Citrix for Laptop and Desktop users.
- Responsible for delivering support through remotely, Net meeting, telephone, desk-side visits and email.

PROFESSIONAL SKILLS PLATFORMS

Windows (XP SP-3, win-7,Win-8 & Win-10), MS-Outlook 2007,2010,2013 & 2016 Outlook Express, AD, DNS, DHCP, VPN, and MS Office 2007 & 2010,2013 & 2016.

PROFESSIONAL& ACADEMIC QUALIFICATION

- **Graduation (B.Tech)** Scored @ 68% From M.D.U University
- **12th** (Science) Scored @ 69% From H.B.S.E Board
- **10th** Scored @ 60% From H.B.S.E Board

PERSONAL DETAILS

Fathers Name	:	Tejram
Date of Birth	:	04 th July 1991
Gender	:	Male
Nationality	:	Indian

Place: New Delhi

Date: -

(Gopal Sharma)