

ANUJ SHARMA

+91-8368433072

anujmainpuri42@gmail.com

EXPERIENCE SUMMARY

Experienced and professional IT Manager with over 11 years of valuable experience in monitoring project performance to ensure company success. Reputation for continually achieving on time and under-budget performance goals. Accustomed to handling IT support, managing IT projects, and supporting various engineering departments with IT tools and applications.

EDUCATIONAL QUALIFICATION

- Bachelor of Computers (BCA), Sikkim Manipal University, Agra

CERTIFICATIONS

- Certified Engineer from **HP India** Pvt. Ltd.
- Certified Engineer from **Lenovo India** Pvt. Ltd.
- Certificate of Data Modeling in Excel Master class : Complete on 15th.Feb 2018
- Certificate of Microsoft Excel Basic Data Visualization : Complete on 20th.Sep 2018
- Certificate of **ITIL Service Design Course (Intermediate Life cycle)**: Complete on 20th Aug 2019
- Certificate of **ITIL (V4)**: Complete on 20th Aug 2019
- Certificate of **ITIL 4 Foundation**: Complete on 12th April.2020
- Certificate of **New Project Manager Essentials** : Complete on 13th April.2020
- Certificate of **ITIL Service Operation (SO)** : Complete on 20th July 2020

ACHIEVEMENT

- Certificate of Appreciation (2017-2018) : **"Outstanding Performance Award"**
- Certificate of Outstanding Performance (Nov'18) **"Sysnet Champion Award"**

TRAININGS

- Completed 5 Day Training of Routing & BTS Configuration (MTS India Pvt. Ltd. Gujarat)
- Completed 1 week HP Certified Service Engineer.
- Completed in house **ITIL Certification** training in Sysnet Global Technologies Pvt Ltd.

SHORT -TERM INSTALLATION PROJECT EXPERIENCE

Customer	Locations	Number of Machines
Lal Path Lab	PAN India	799
Make My Trip	Gurgaon	100
RFQ SAIL Installation	PAN India	200
Torrent Power(Rubber/HDD)	Surat/Agra	538
Tab DOA (flip kart)	PAN India	1828
Tab Image (Bhopal)	Bhopal	600
Hindustan Time's	PAN India	128

PROJECT EXPERIENCE

Sysnet Global Technologies Pvt. Ltd.

Project: Panjab National Bank (ADDM)

Current Role : - **Project Manager**

Client : HPE/HPI/Acer/Dell/Lenovo

Responsibilities:

- Coordinate internal resources and third parties/vendors for the flawless execution of projects
- Manage the more than 123 Resident Engineer team in PAN India
- Ensure that all projects are delivered on-time, within scope and within budget.
- Manage changes to the project scope, project schedule and project costs using appropriate verification techniques
- Report and escalate to management as needed
- Establish and maintain relationships with third parties/vendors

Project: ZTE Telecom India Pvt. Ltd

Role : - BTS Engineer

Client: MTS India Pvt. Ltd.

Responsibilities:

- BTS fault management (find, report and follow-up faults).
- Trouble shooting and problem solving work in BTS- and system level.
- Operation & Maintenance of BTS.
- Health Checkup of BTS
- Integration of BTS
- Trouble shooting of Hardware Fault on sites.
- Router installation and configuration on sites.

Linkqst Technologies Pvt. Ltd. New Delhi

Aug'14 to Oct 15

Project: Juniper Router Configuration and Installation

Role : - BSS Engineer

Client: Reliance Jio (U.P East Circle)

Responsibilities:

- Trouble shooting and problem solving work in BTS- and system level.
- Operation & Maintenance of BTS.
- Health Checkup of BTS
- Integration of BTS
- Trouble shooting of Hardware Fault on sites.
- Router installation and configuration on sites.
- Site Visit For ATP

Targus Technologies Pvt. Ltd. Gurgaon

Aug 13 to Sep 14

Project: UPLC (Utter Pradesh Laptop Contributions)

Role : - **Team Leader** (Senior Engineer)

Responsibilities:

- Software Configuration, Installation Assistance.
- Working on CSN (Channel Service Network)
- Day to Day Data Handling Of Software or Hardware Call.
- Identifying and troubleshooting computer/Laptop including interruption conflicts with hardware and software compatibility conflicts.
- Provide the support to customer through Team-viewer.
- **Worked as a team lead at Hathras District having 4 H.P Service Center and handling approximately 12 to 15 Service Engineer.**

Hotel Crystal Inn, Agra

Project:**Aug'10 to Sep'12**

- **Client:** Image Software Solution Pvt. Ltd

Role: Desktop Support Engineer**Responsibilities:**

- Coordinating with ISP vendors in case of link failure.
- Installed, Configured and carried out Troubleshooting of Servers, Desktops, laptop, Network Printers, LAN setup, Wireless setup.
- Responsible for resolving organizational user's technical problems.
- Responsible for Installation of Desktop/Network Printer and maintenance.
- Anti-Virus Management Server monitoring for any elevation in threat level Responsibility of backup management.

Medinova Testing Clinic, Agra

Project:**Aug'09 to Nov'10**

- **Client:** Lab Made India Pvt. Ltd

Role: Desktop Support Engineer**Responsibilities:**

- Maintain of All Doctor's and Patient Data.
- Monitoring of All Blood and other Testing Instruments.
- Taking care of TCP/ IP services, IP addressing and subletting working with Call manager and unity connection.
- Installed, Configured and carried out Troubleshooting of Servers, Desktops, laptop, Network Printers, LAN setup, Wireless setup.
- Responsible for resolving organizational user's technical problems.
- Responsible for Installation of Desktop/Network Printer and maintenance.
- Anti-Virus Management Server monitoring for any elevation in threat level Responsibility of backup management.

Samsung Plaza, Chandigarh.

May' 08 to June 09

- Maintain the network.
- Resolve the LAN issues, cabling.
- Installation of OS and Application software.
- Implement small home office network.
- Desktop and printers troubleshoot.
- LAN setup in small firms.
- Configuration of wireless router, ip camera.

Personal Details:--

Date of Birth	:	27thJune, 1991
Current address	:	# 738/7, Govindpuri , Kalkaji , New Delhi 110019
Permanent Address	:	Vill & Post - Alipur Khera , Bhongaon , Dist - Mainpuri -205262
Tel. (Res.)	:	8368433072
Languages Known	:	English and Hindi
Location Preference	:	North India
Current Location	:	New Delhi, India.

Place: -

Anuj Sharma