

## **CURRICULAM VITAE**

### **Vikas Sharma**

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### **Objective**

Challenging assignments in the fields of IT industry. In a growth oriented organization having a hi-tech environment with committed & dedicated people, which help me to explore myself fully and realize my potential. Willing to work as a key player in challenging & creative environment.

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### **CAREER SKETCH**

- ❖ A self-motivated professional with over 10 years of experience in hardware and networking.
- ❖ Proficiency in handling clients/Onsite Teams, understanding their requirements & providing assistance.
- ❖ Ability to support & sustain a positive work environment that fosters team performance with strong communication.

### **Professional Qualification**

- Certificate course in computer hardware and networking from **KONCEPT**.

### **Technical skill sets**

#### **Hardware Support Skills-**

- Assembling & Disassembling PC
- PC Maintenance & Troubleshooting
- Troubleshooting the Problems in Hardware/Software Installations
- Installation and updating of Anti-virus
- Installation and troubleshooting of Hospital management software
- Installation of Windows XP, Vista and windows 7
- Installation and working knowledge of MS-Office – 2000, 2003, 2007, 2010, 2013 and 2016
- Coordinate with vendors



**Security Technologies:** Symantec AV

**Networking Skills-**

- LAN Cabling including CAT-5 and CAT-6
- Client - Server Communication & Remote Connectivity
- Testing and Troubleshooting of Networks
- Installation of Local and network Printer
- Troubleshooting network Connectivity (LAN)

**Remote application:** Team viewer, Dame Ware

**Work Experience**

Organization - **Corporate InfoTech Pvt. Ltd.**

Duration - 1st Feb 2017 till date

Client site - **AAI (Airport Authority Of India)**

Profile - **Jr Engineer**

**COMPANY PROFILE**

Corporate InfoTech Pvt. Ltd (CIPL), A company that is into the business of Information Technology, which gets driven with the passion, the tools, the infrastructure and the vision

- To provide "one stop technology destination" for customers across all verticals.
- To help customers achieve their objectives by providing innovative, best-in-class consulting, IT solutions and services in the most effective and profitable manner

CIPL has been able to achieve the coveted position as one of the largest solution provider and fastest growing company in India by creating a strong portfolio of products and services.

**JOB PROFILE**

- Level 1 & 2 call (Remote and Phone) Support
- Trained to customer and provided guidance when required
- Resolved customer's problem and provided proper customer service
- Maintain & Trouble Shooting of OS, XP SP 3, Windows 7, 8.1, 10.
- Maintain & Trouble Shooting of Antivirus
- Maintain all DELL, HP, IBM DESKTOP and LAPTOP (more around 1000)
- Maintain & Trouble Shooting of Microsoft Office Software
- Maintain & Trouble Shooting of Network Connectivity
- Maintain, manage and Trouble shooting of all Types Printer
- Provided necessary guidance to learner and customer
- Resolved customer's problem and provided proper customer service
- Performed other related responsibilities
- **Polycom, video conferencing.**

Organization - **Corporate InfoTech Pvt. Ltd.**  
 Duration - 1st July 2013 to 15 february 2016  
 Client site - **ILBS (Institute Of Liver & Biliary Sciences, An**  
                     Autonomous Institute of Govt. of NCT of Delhi)  
 Profile - **Jr Engineer**  
 Client site - **IRCTC Corporate Portal. INDIAN RAILWAY CATERING &**  
                     **TOURISM CORPORATION LTD.(A Govt. of India Enterprise –Mini**  
                     Ratna Category-1)  
 Profile - **Jr Engineer**

Organization - **Tulip Telecom Ltd.**  
 Duration - 19 August 2010 to 31 June 2013  
 Client Site - **ILBS (Institute of Liver & Biliary Sciences, An**  
                     Autonomous Institute of Govt. of NCT of Delhi)  
 Profile - **Jr Engineer**

Organization - **Anand Solution Pvt Ltd.**  
 Duration - 1th June 2009 to 31 July 2010  
 Client site - **ILBS (Institute Of Liver & Biliary Sciences, An**  
                     Autonomous Institute of Govt. of NCT of Delhi)  
 Profile - **Helpdesk Engineer**

### Academic Qualification

- B.A in 2012 done by EIILM University **Sikkim**
- Intermediate in 2007 from U.P. Board **Allahabad**
- High School in 2004 from U.P. Board **Allahabad**

### Personal Profile

<b>Father's Name</b>	Shri Suresh Chandra Sharma
<b>Date of Birth</b>	15 <sup>th</sup> August, 1990
<b>Correspondence Address</b>	Vikas Sharma C-51 GF Right side Dayal bagh colony surajkund faridabad - 121009
<b>Languages known</b>	Hindi & English

Date:- 06-07-2019

*Vikas Sharma*  
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