

## **Ravi Sharma**

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Rz-B1/23a, Vijay Enclave, Palam Dabri Road, New Delhi-110045, India

**Looking for that Organization where I could give excellent Performance and Create a Good Personality.**

### **ORGANIZATIONAL EXPERIENCE**

<b><u>Tenure</u></b>	<b><u>Company Name</u></b>	<b><u>Designation</u></b>
<b>8<sup>th</sup> May-10 to 1<sup>st</sup> Feb-2012</b>	<b>Expert InfoTech &amp; Services (Gurgaon &amp; Dwarka, New Delhi)</b>	<b>Senior CSE (Customer Support Engineer)</b>
<b>1<sup>st</sup> Oct-12 to 31<sup>st</sup> March-2017</b>	<b>Nanson Overseas PVT. LTD (Master Franchise of 99 US Dollar Store) (Mandi Village, New Delhi)</b>	<b>IT Head &amp; E-Com Executive</b>
<b>1<sup>th</sup> June-17 to 28<sup>th</sup> Feb-2018</b>	<b>Systemtek Computers (Peera Gari, New Delhi)</b>	<b>Senior IT Support Engineer Under AMC with (Maharaja Surajmal Institute)</b>
<b>1<sup>st</sup> Jan-19 to Till Now</b>	<b>Sapphire Hyundai (A Unit of Sikka Automobile Pvt. Ltd.) (B-88/1, Maya Puri, Phase-1, New Delhi)</b>	<b>Senior IT Executive</b>

### **ORGANIZATIONAL WORK EXPERIENCE**

<b>1.</b>	<b><u>Company Name</u></b>	<b><u>Designation</u></b>
	<b>Expert InfoTech &amp; Services (Gurgaon &amp; Dwarka, New Delhi)</b>	<b>Senior CSE (Customer Support Engineer)</b>
<ul style="list-style-type: none"><li>➤ Attending the Customer's Site Problems, on Under AMC or Without AMC.</li><li>➤ Give the Solution to our Customers According to Their's Problems, Like Desktop, Hardware, No Display on Monitor, Printer Problems, Networking Problems, Cabling Problems, Windows Installations, Replacement of Hardware and Computer Products.</li><li>➤ Installing Windows &amp; Troubleshooting of Desktop, Laptops, Printer and Scanner, etc...</li><li>➤ Installing &amp; Troubleshooting of Internet Connection, Like Dial Up Connection and Cable Net etc...</li><li>➤ Configuring Network Devices, Like Switch, Hub, Network Printers and Cablings etc...</li><li>➤ Providing the Online Support for Hardware Problems, Networking Problems, Internet Problems, Printer Problems, etc...</li><li>➤ Installation &amp; Diagnose the Various Types of Software.</li><li>➤ Assembling the Desktop Computers.</li><li>➤ Troubleshoot the PC &amp; Printer's Problems.</li><li>➤ Troubleshoot the Hardware and Software's Problems.</li><li>➤ Configure &amp; Troubleshoot the Internet and Outlooks.</li></ul>		

2.

**Company Name**

**Designation**

**Nanson Overseas PVT. LTD**  
**(Mandi Village, New Delhi)**

**IT Head, E-Com Executive**

- **Taking Care** all the IT Related Problems in the Orgnaization along with Softwares, Desktop and Networking Printer Issue.
- Tacking care on the software of Retail Pro-8 with Bridging, Daily Retail Working Backup. Picture Installation in Retail Pro according to Item Code.
- Importing all kinds of Reports.
  
- **Working on** E-Commerce Business, Sites are: Flipkart, Amazon, Shopclues, Paytm, eBay, Ask Me Bazaar and Snapdeal. **Related works are:** Capturing Product's Pictures, Editing, Catalogue Creating, and Description given and then Upload in Site.
  
- **Proficient in** Microsoft Office Suite (Word, Excel & Excel's Formulas, Outlook, PowerPoint PPT).
  
- **Good Knowledge** of Photoshop, CorelDraw & Paint Software for making Flex Board Banner, Visiting Card Designing, Bill Book Designing, Letter Head, Identity Card, Boucher, Pumplet and all kinds of Flex Banner Designing.

3.

**Company Name**

**Designation**

**Systemtek Computers**  
**(Peera Gari, New Delhi)**

**Senior IT Support Engineer**  
**Under AMC with**  
**(Maharaja Surajmal Institute)**

- Taking Care all the IT Related Problems in the Organization of **(Maharaja Surajmal Institute)** along with Software, Desktop, Networking and Printer Issue.
- Attending the Customer's Site Problems, on Under AMC with **(Maharaja Surajmal Institute)**.
- Installing Windows & Troubleshooting of Desktop, Laptops, Printer and Scanner, etc...
- Configuring Network Devices, Like Switch, Hub, Network Printers and Cablings etc...
- Providing Online Support for Hardware Problems, Networking Problems, Internet Problems, Printer Problems, etc...
- Installation & Diagnose the Various Types of Software.
- Assembling the Desktop Computers.
- Troubleshoot the PC & Printer's Problems.
- Troubleshoot the Hardware and Software's Problems.
- Configure & Troubleshoot the Internet and Outlooks.

4.

**Company Name**

**Designation**

**Sapphire Hyundai**  
**(A Unit of Sikka Automobile Pvt. Ltd)**  
**(B-88/1, Maya Puri, Phase-1, New Delhi)**

**Senior IT Executive**

- Taking Care all the IT Related Problems in the Organization of **Sapphire Hyundai & Branches**, like Software Issue, Desktop & Laptop Issue, DVR Camera Issue, Networking and Printer Issue.
- Installing & Repairing/Backup of Windows & Troubleshooting of Desktop, Laptops, Digital Kiosk, Printer and Scanner, etc...
- Installation, Punching IO-Gang Box & Diagnose the Various Types of Software.
- Assembling the Desktop Computers.
- Troubleshoot the Computer Hardware and Software's Problems.
- Configure & Troubleshoot the Internet and Outlooks.

<b>ACADEMICS QUALIFICATION</b>
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**Graduate B.A. {pass} from (EIILM University)**  
**University of Sikkim**  
**Eastern Institute for Integrated Learning in Management University**

**12<sup>th</sup> Class passed from N.I.O.S. (NIOS Delhi Board)**  
National Institute of Open Schooling  
**Dwarka (New Delhi)**

**10<sup>th</sup> Class passed from C.B.S.E. (CBSE Delhi Board)**  
Govt. Sarvodaya Boys Senior Secondary School  
**Vijay Enclave (New Delhi)**

<b>PROFESSIONAL QUALIFICATION</b>
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- 1 Year **Computer Hardware & Networking Diploma** from G-BITS Computer Institute.
- 6 Month Additional Certificate Course in – **Tally, DTP-(Photoshop, CorelDraw and Web Design)** from G-BITS Computer Institute.
- **Done MCSE (Microsoft Certified Systems Engineer with Server 2012)** From Rومان Technologies Networking & Security Training Institute, Janak Puri, New Delhi.

### STRONG POINTS

- Hard Working
- Punctual
- Positive Attitude
- Quick learner

### PERSONAL DETAILS

- |                  |   |                           |
|------------------|---|---------------------------|
| ➤ Name           | : | Ravi Sharma               |
| ➤ Father's Name  | : | Mr. Anil Kumar            |
| ➤ Contact Number | : | 9555623600, 8802867065    |
| ➤ E-Mail ID      | : | ravie.gits@gmail.com      |
| ➤ Date of Birth  | : | 15 <sup>th</sup> Feb 1988 |
| ➤ Marital Status | : | Unmarried                 |
| ➤ Nationality    | : | Indian                    |
| ➤ Passport No    | : | N4030323                  |
| ➤ Sex            | : | Male                      |
| ➤ Hobbies        | : | Spending time on Computer |
| ➤ Language Known | : | Hindi & English           |

**DATE**.....

**(Ravi Sharma)**

**Place**.....