

CURRICULUM VITAE

Of

SHEFALI SHARMA

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Objective:

I am anxious to indulge with the affairs of a Company, which can cultivate & hone my skills more professional & result oriented. Suffice to say, aspiring for an organization, which can act as on beacon in my life.

Professional Summary:

- C Drive and Network Drive clean up.
 - Addressing to the responsibilities like TTR(Time-to-resolve) on Incident tickets and Service Requests.
 - Respond to requests and problems including installing, monitoring, diagnosing, repairing, maintaining and upgrading all PC/Thin Client hardware, software and equipment to ensure optimal workstation performance
 - Responsible for tracking and monitoring of Incident tickets and keep the Team queue clean.
 - Proficient in Managing and Troubleshooting Virtual Machines through V-Sphere and Desktop Director.
 - Knowledge of RSA secure ID portal like Assignment and Distribution of tokens and Profile Migration Requests.
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Skill Sets

- Proficient knowledge of MS OFFICE(2007,2010,2013).
 - Operating Systems: Windows (7, 8, 10) and Apple (Macintosh IOS)
 - Excellent analytical skills.
 - Unique problem solving approach.
 - Business tools: Service-Now.
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Professional Experience:

March 2017 till July 2017 with NTT DATA as Client Tech Support Associate.

May 2015 till Feb 2017 with HCL Technologies as an Analyst.

April 2014 till May 2015 with PIMT Technologies as Technical Support Executive.

EDUCATIONAL DETAILS:

2011	Advanced Institute of Technologies & Management , Palwal	MCA	MDU, ROHTAK
2008	Aggarwal P.G. College, Ballabhgarh	B.Sc.	MDU, ROHTAK
2005	Tagore Academy Public School, Faridabad	12th	C.B.S.E
2003	D.A.V. Public School, Palwal	10th	C.B.S.E

OTHER PERSONAL DETAILS:

Father's Name	-	Mr. A.K. Sharma
Sex	-	Female
Marital Status	-	Single
Nationality	-	Indian
Language Known	-	English, Hindi
