



# CHANDAN SHARMA

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## SUMMARY:

Skilled IT Support Engineer with More than Five years of experience in providing comprehensive technical support to end-users in Information technology, customer service, and corporate industries. Successful in installing, upgrading, and configuring innovative applications on Windows & Mac operating systems and providing technical support to optimize workflows and minimize business interruptions. Seeking to utilize expertise in information technology and desktop support to take next career step with a highly respected technical firm.

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## EXPERTISE & SKILLS:

- The ability to think logically
- a good memory of how software and operating systems work
- excellent listening and questioning skills, combined with the ability to interact confidently with clients to establish what the problem is and explain the solution
- Problem solving skills
- The ability to prioritize your workload
- Excelled in Installing, upgrading Windows and MAC OS in authorized desktop applications, hardware, and various in its peripherals.
- Able to resolve daily technical issues and providing L1, L2 and L3 support
- Ability to work in a team and independently.
- The ability to priorities your workload.
- Ability to work with minimal supervision and to take initiative always.
- Performed excellently well in providing troubleshooting services in both the stream i.e. Software and hardware while working onto networking issues.
- Excellent in developing in system and security documentation.
- Create alternative methods of completing tasks, correcting user errors and system inconsistencies to improve the desktop team function.
- Expertise in Windows and Mac platforms
- Computer peripheral devices

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## GREAT COMMUNICATION SKILLS:

Since the ability to relate to each customer on his or her terms, in a language they understand. I also know how to ask the right questions to get to the heart of the problem so I can get it solved.

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## TROUBLESHOOT TECHNOLOGY ISSUES:

I will provide knowledgeable advice and use my expertise to help end users solve their technology issues. I am utilizing my expertise to come up with a solution.

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## PROFESSIONAL EXPERIENCE:

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### IT SUPPORT ENGINEER

Jan 2018 – Current Date

MASHREQ BANK - ELITSER TECHNOLOGIES | UAE, Dubai

#### Job Role:

- Handling all Mashreq Bank branches in all over UAE.
- Configuration, Installation and Troubleshooting of Windows, Mac and Windows Server operating systems
- Handling 30 to 40 users daily for O365 and Outlook issues.
- Installation, configuration and troubleshooting of Desktop, Laptops and Surface Pro.
- Installation, configuration and troubleshooting of Banking Systems Setup.
- Network printer and scanner driver installation and configuration.
- Adding workstations to domain, upgrading antivirus and patch updates.
- Installing and resetting of cisco IP phones.
- Working and supporting for VDI (virtual desktop interface) users.
- Installation, configuration and troubleshooting of company required applications and settings in Tablets, Phones and I Pad.
- Working and supporting for Office 365 users.
- Installation and configuration of Outlook, In-Tune for mobile access mail from anywhere.
- Instant card and cheque book printing machine installation and configuration.
- Remotely accessing client's computer and performing all necessary installations.
- Installation and troubleshooting of browsers like IE and chrome, Java and proxy related issue.
- Installation, configuration and troubleshooting of ICCS Scanner and Application.
- Installation, configuration and troubleshooting of Newgen Omni Scan and Flexcube for banking application
- Network Printer, Scanner installation and configuration. (Xerox, HP, KONIKA MINOLTA, FIJUTSU)
- Weekly branch visit in Digital Branches, preparing checklist and troubleshoot the issues and fix.
- Assisted users with prompt and polite support in-person and via telephone and on remote.
- Migrated employee data from old computers to new computers.
- Server 2008, 2012, 2012 R2, 2016 Operating System Installation and configuration.
- DHCP (Dynamic host controlling protocol) Configuration, Installation and Troubleshooting.
- Active Directory Creating, Configuration, Installation and Troubleshooting.
- Virtual Machines Configuration, Installation and Troubleshooting (Hyper-V, VMware)
- Cloning of Hard drives in bulk using acronics, ghost and clonzilla.
- Computer hardware parts replacement i.e. HDD, RAM, Network card, Increase Paging of RAM.
- Installation and troubleshooting of browsers like IE and chrome, Java and proxy related Issue.
- Windows system image backup and restore.
- Data recovery from not working systems and hard drive.
- Site visit & Digital signage installation and configuration media/ network.
- Troubleshooting and fixing digital signage's screen.

**DESKTOP SUPPORT ENGINEER L2****MAY 2016 to NOV 2017****WIPRO – ACUTE INFORMATICS | Mumbai, Maharashtra****Job Role:**

- Remotely accessing client's computer and performing all necessary installations
- Managing and maintain of Routers, switches and connection
- Installation, configuration and troubleshooting of windows Servers 2012/2008 and Clients Windows XP/ 7 / 8 /10.
- Managing and Maintaining of Sever 2012 and Active Directory, DNS,
- DHCP and Server Performance, Health Check, Group Policy Management.
- Installation, configuration and troubleshooting of Local and Network Printer
- Installation, configuration and troubleshooting of Smart Cop Antivirus Server and Client
- Performing administrative task like resetting windows login IDs and password of domain users.
- Installation & Troubleshooting of various browsers like IE, Chrome, Firefox, etc.
- Supporting and troubleshooting Internet and LAN/Proxy Connectivity issues.
- Installation, configuration and troubleshooting of MS Outlook with Exchange Server, POP3 Servers.
- Installation & Configuration of Cisco Video Conference setup and Set-up Video Conference /projectors for presentations in meeting rooms.
- Performing System maintenance and backups in weekends
- Configuring backup for servers and routine checkup for the backup process and Checking the backups and restore the data for data validation
- Deploying OS through WDS- Backup and restore the system state and Image backup or Client/Server.
- Training end users on functions of hardware and usage of new software applications.

**IT ENGINEER****MAR 2014 TO OCT 2015****INTECH COMPUTERS | Mumbai, Maharashtra****Job Role:**

- Handled up to 20 support requests per day.
- Resolved virus and malware issues with a 95% success rate.
- Performed testing and problem analysis for server, desktop, and IT infrastructure.
- Prepped new laptops and desktops for deployment, installed software and operating systems.
- Backed up and restored data, operating systems, files, and drivers.
- Managed call flows and prioritized response efforts.
- Utilized diagnostic tools and strategies to solve technical issues and provide preventative maintenance.
- Travelling to client sites to help with installs, deployment, and troubleshooting.
- Management of the daily data backup and retrieval scheme.
- Installing and operating Windows desktop and server operating systems. TCP/IP
- networking and hardware maintenance and repair.

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**EDUCATION & CERTIFICATION'S:**

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| • <b>(BSC IT)</b> Bachelor of Science in IT  | 2015 |
| • Cisco Certified Network Associate ( <b>CCNA</b> ), course accredited by Cisco Incorporation, successfully completed in             | 2018 |
| • Microsoft Certified Systems Administrator ( <b>MCSA</b> ), course accredited by Microsoft Incorporation, successfully completed in | 2016 |

- (DBA) Database Administrator accredited by Microsoft  
Incorporation, successfully completed in

2016

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**PERSONAL INFORMATIONS:**

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Date of Birth : 17th July 1993  
Father's Name : Mr. Ram Darash Sharma  
Marital Status : Single  
Nationality : Indian  
Languages Known : English, Hindi & Marathi  
Visa Status : Employment Visa Valid till Feb 2020  
Passport Expiry : 23rd. November 2025

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**DECLARATION:**

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I hereby declare that the information furnished above is true to the best of my knowledge.

**Dated**

**Place**

**(CHANDAN SHARMA)**