**Ritesh Sharma**

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**Objective**: To work in an organization which gives me an opportunity to use my potential, learn and contribute positively towards organizational objective thereby having a satisfying work experience.  
 **Professional Overview**:A result oriented professional having13 + yrs. of experience and ability to develop, troubleshoot and resolve technical problems foroptimization of business. Proficient at analyzing upcoming trends to provide inputs for business development.Motivated by new challenges and tasks and take excellent approach to achieve success in all projects.  
  
**Academic Qualification**

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| --- | --- | --- | --- |
| **Year** | **Qualification** | **Status** | **University/Board** |
| 2012 | B.Tech (Computer Science) | 65% | Rajasthan Vidyapeeth University, Udaipur |
| 2006 | Diploma in Computer Engineering | 67% | P.D.M. Polytechnic , Bahadurgarh affiliated to State Board of Technical Education, Haryana |
| 2005 | Bachelor Degree in Arts (Pol. Sc.) | Pass | University of Delhi, New Delhi |
| 2001 | I.T.I in Electronics and Communications | 72% | Industrial Training Institute, Nizamuddin |

**Professional Experience**

April 2013 – Till Date : Working as Freelance Web Designer and Developer for M/S Global Consultants.

Job Profile:

* Designing, Development and updating of two websites viz. globalconsultants.in and globalcare.in and other social media content.
* Devising strategies to drive online traffic to the company website. Review new technologies and keep the company at the fare front of developments.

April 2011 – 2013 :TechArva Services (Manager web development, Support and SEO team)

Job Profile :

* Provide operational and strategic planning and leadership related to all facets required.
* Designed and developed official website (techarva.com), blog, and other social media sites for the company and later improving the usability, design, content and conversion of the company website. Set up payment gateway portal for receiving online payments using HTML5, CSS3, Jquery and javascript.
* Managing SEO Team for online marketing and taking care of their social media sites ( Facebook, Twitter, Linkedin), overseeing keyword lists, link submissions, link exchanges, ads, banners, product listings, managing googleadwords(PPC Campaign), payment gateway portal.
* Development of and training of manpower resources for providing technical support to US and UK customers.
* Devising strategies to drive online traffic to the company website. Review new technologies and keep the company at the fare front of developments.Analyze and evaluate the effectiveness of these strategies and conducted activities

October 2009 – March 2011: Systools Group (Manager Web development and SEOand support)

Job Profile:

* To develop websites and social media sites for data recovery software’s using Adobe Dreamweaver, Photoshop, Flash and other development tools and languages.
* Manage a team of support professionals to provide support to clients on issues related to installation, recovery, OS compatibility and misc. issueswith thesoftware’s.
* Manage a team of programmers and developers for development of various data recovery software’s like VBA password recovery, PST merge, PST Split, PST Upgrade, Xls to Vcard export, Docx repair, Doc repair, PDF numberer, PDF Split and Merge.
* Managing the SEO team for taking care of their social media sites,to set targets and KPIs, ,overseeing keyword lists, link submissions, link exchanges, ads, banners, product listings, managing googleadwords(PPC Campaign),work with editorial teams to drive SEO in content creation and content programming for our websites.
* Analyzing data from various sources like Sales, Google Analytics to recommend insights & creating reports. Use SEO tools to monitor, analyse and optimize website activity, traffic trends, SERP rankings. Perform technical site analysis and site and content compliance audits as needed.Provide competitive analysis of top ranking competitor sites.

July 2007- Oct 2009: Joined Teleperformance (India)

Job Profile with Adobe Support(Tier-1):Worked as assistant manager for EMEA Shift

* Managing and administrating a team of 20-25 technical support executives to provide phone , chat and email support to valuable Adobe (EMEA) customers.
* Providing on-job-training to technicians for updating the new changes in technology and software’s.Identifying training gaps for and nominating them for process specific trainings.
* Ensuring delivery of the process as per agreed SLAs & meet efficiency targets. Operations Delivery on team productivity and compliance to TAT.
* Handling Escalations for customer’s with issue not resolved. Keeping in touch with Tier 2 team for escalations and de-escalations.
* Keeps attrition in check through employee engagement practices.Responsible for team motivation, giving feedbacks from quality analyst.

Job Profilewith Microsoft Office Live project:Worked as Subject Matter Expert.

* Providing worldwide support to Microsoft Office Live customers regarding Website designing, developing and optimizing search using Microsoft Office Live designer tools as well as other third party software’s
* Providing training to team members on various Microsoft tools like Microsoft Web User Edit, Passport Support Tool, Microsoft Office SharePoint and integration with other Microsoft software’s for accounting and business development processes.
* Providing on-job-training to technicians for updating the new changes in technology and software’s.Identifying training gaps for and nominating them for process specific trainings.
* Ensuring delivery of the process as per agreed SLAs & meet efficiency targets. Operations Delivery on team productivity and compliance to TAT.
* Handling Escalations for customer’s with issue not resolved. Keeping in touch with Tier 2 team for escalations and de-escalations.
* Keeps attrition in check through employee engagement practices.Responsible for team motivation, giving feedbacks from quality analyst.

June 2005- May 2007 Joined J.M.A Associates (Software and Website Developer)

Job Profile:

* To develop websites using Adobe Dreamweaver, .net, c#, SQL Server 2005, HTML, CSS, Javascript, Jquery.
* Preparing documentation for the software and website.
* Providing support to customers on various technical issues related to websites.
* Handling MIS work for the company.

**ITSkills:**

* ASP.Net C#, Form Designing, Website Designing and Development, SQL Server 2005, HTML, C, C++, RDBMS, Fundamentals of Computers, Internet Technologies, IIS, php, SQL.
* Working knowledge of Adobe Dreamweaver, Microsoft Office Publisher, Microsoft Excel, Microsoft Access, Microsoft Word, Microsoft Publisher, and Microsoft PowerPoint, Adobe Captivate.
* Knowledge of troubleshooting and repairing electronic devices and other circuits.

**Extra-curricular:**

* Studied electronics and computers as vocational subjects at schools.
* Projects undertaken at college: designing e-commerce website.
* Listening Music, Stamp and coin collection, Travelling, chatting, gems collection

**Personal Details:**

* Date of Birth : 28th October 1981
* Nationality : Indian
* Sex : Male
* Marital : Single

Place: New Delhi Ritesh Sharma