Hitesh.O.Sharma

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DOB: 17th,May,1994

Education

2018–2020 **Master of Engineering**, *Mobile Communication and Network Technology, GTU School of Engineering and Technoolgy , Ahmedabad, India. CPI 8.12.*

2012–2017 **Bachelor of Engineering**, *Electronics and Communications Engineering , Parul Institute of Engineering and Technology , Vadodara, India. CGPA 6.72.*

2012 **Intermediate**, *St.Arnold High School , Godhra , India. Persentage 55%.*

2010 **Matriculation**, *St.Arnold High School , Godhra , India. Persentage 58.33%.*

Work experience

Dec,2021– Present **Support Engineer** at Synersoft Technologies Pvt. Ltd, Ahmedabad

- Installation and Troubleshooting support for BLACKbox (server)
- BLACKbox user profile creation and BLACKbox server data access support.
- Email Configuration and Troubleshooting.
- BLACKbox data backup (local and cloud) auto scheduling configuration and troubleshooting.
- BLACKbox-VPN support and Troubleshooting support.

Aug,2021– Dec,2021 **US Recruiter** at IMS People Possible, Ahmedabad

- Sourcing and recruiting qualified candidates matching to the requirement from client.
- Screening candidates according to the job description
- Sourcing and recruiting from various job boards and social networking sites.
- Able to maintain professional email communication with candidates.
- Coordinating with recruited candidates for scheduling interviews.
- Maintaining thorough and accurate documentation on all conversations with candidates
- Able to maintain reports and database of candidates
- Manage the sourcing process for Engineering candidates
- Implement and execute recruiting programs to attract Engineers
- Build a healthy pipeline of qualified Engineering candidates
- Work closely with hiring managers to fill open positions in a timely manner
- Support the recruiting functions including: scheduling interviews, organizing travel arrangements for candidates, and reserving conference rooms.
- Provide a stellar candidate experience to all candidates
- Maintain and update our Applicant Tracking System

Feb,2020–May, 2021	**Research Associate** at infoAnalytica Consulting Pvt. Ltd, Ahmedabad

- Responsible for defining key data elements and identifying data assets
- Responsible for data quality and data accuracy across a set of business data elements.
- Responsible for contributing to the development and maintenance of a business data dictionary.
- Partners with the data governance team to ensure solutions adhere to the organizationâĂŹs data principles and guidelines.
- Responsible for solving data related issues and communicating resolutions with other solution domains.

Oct,2017–Apr,2018	**Customer Service Associate**, at Concentrix Services India Pvt Ltd, Vadodara

- Ensure service delivered to our customers meets contractual Key Performance Indicator
- Clarify customer requirements; probe for understanding, use decision-support tools and resources to appropriately provide resolution to the customer
- Listen attentively to customer needs and concerns; demonstrate empathy while maximizing opportunity to build rapport with the customer
- Greet customers in a courteous, friendly, and professional manner using agreed upon procedures
- Maintain basic knowledge of client products and/or services
- Prepare complete and accurate work including appropriately notating accounts as required
- Participate in activities designed to improve customer satisfaction and business performance
- May offer additional products and/or services
- Track, document and retrieve information in call tracking database
- May respond to customer inquiries by referring them to published materials, secondary sources or more senior staff

Publication - Research Paper

Sept. 2020	**Passive Motion Tracking for Assisting Augmented Scenarios,** Proceedings of Congress on Intelligent Systems 2020, Volume 1, to be published in **Springer Conference**.DOI :10.1007/978-981-33-6981-8 ; eBook ISBN 978-981-336-981-8
July. 2020	**Mitigation Technique for Blackhole attack in MANEET,** Published in 11th INTERNATIONAL CONFERENCE ON COMPUTING, COMMUNICATION AND NETWORKING TECHNOLOGIES (ICCCNT) , to be published in **IEEE Xplore digital library**The Published paper is available at: https://ieeexplore.ieee.org/document/9225381
Jan. 2020	**Implementation of Black hole Attack for Random Mobility for Single and Multiple Connection in MANET,** Published in 'International Journal of Innovative Technology and Exploring Engineering (IJITEE)', ISSN: 2278-3075 (Online), Volume-9 Issue-3, January 2020, Page 3299-3302.The B Impact Factor of IJITEE is 5.54 for year 2018. The Published paper and Souvenir are available at: http://www.ijitee.org/wp-content/uploads/papers/v9i3/C9035019320.pdf

Scholastic and Curricular Achievements

2017	Runner-up in **TechExpo** 2017 for Final Year Project at Parul University.

2017	Conducted a Seminar on **WannaCry Rensome Cyber Attack** at Parul University
2015	Participated in **Circuitrix Competition** by GTU
2014	Participated in **Robotics Workshop** by Nirma University

Techincal Projects

Jan.2019–Apr.2019	**Implementation of Black hole Attack in Mobile ad hoc Network**, *I have Modified the Default AODV Routing Protocol and Implemented a Malicious node acting a Black hole Attacker node in the network. Purpose was to check the behaviour of Black hole nodein the network using different parameter.*
Sept.2018 – Dec.2018	**Performance Analysis of Routing Protocol in Mobile ad hoc Network**, *Using **NS-2.35**, I have done a performance analysis of Routing protocols using parameters like Throughput, Packet Delivery Ratio, Packet Dropping Ratio, End to End Delay and Routing Overhead in Random Mobility Environment .*
2016-2017	**Human Motion Tracking For A.I using MPU 6050**, ***Final Year Project***, The basic concept of the project is to track to most natural motion made by the human, create the motion data log with the use of combinational motion sensors with limited workplace and capital to take place..
2015	**Home Automation for wireless switching using bluetooth and Android Mobile App :**, *A bluetooth device is used for wireless switching which is operated using Android App..*
2016	**Diode Tester Using OP-Amp :**, *Diode Tester tests the diode and shows the direction of the current flow in the diode. There are 2 LED , one om right and second on left side. If right LED turns on means current flows from left to right and if left LED turns on means current flows from right to left. If both the LEDs are off means the diode is not working..*
2016	**Light Sensitive Fire Alarm :**, *Light sensitive fire alarm detects fire light and indicates fire warning by a buzzer. There is a infrared Sensor on which the fire light falls and the buzzer makes the sound..*
2015	**Full Wave Rectifier :**, *Full wave rectifier conveter 230 V AC current into 5 / 6 V DC cureent. This circuit is genrally used in inveters , UPS , SMPS power supply..*
2014	**Binary To Digital Converter :**, *Binary to digiatl converter kit converts binary code into digital number. It is am simple project based on BCD converter..*

Traning Courses

C	**2 Weeks,** Govt.of Gujarat, HI-TECH TRAINING SCHEME,TARSALI-VADODARA
C++	**2 Weeks,** Govt.of Gujarat, HI-TECH TRAINING SCHEME,TARSALI-VADODARA
Java	**3 Weeks,** Govt.of Gujarat, HI-TECH TRAINING SCHEME,TARSALI-VADODARA
8055 Micro-processer	**2 Weeks,** Govt.of Gujarat, HI-TECH TRAINING SCHEME,TARSALI-VADODARA
PIC Micro-controller	**2 Weeks,** Govt.of Gujarat, HI-TECH TRAINING SCHEME,TARSALI-VADODARA

Technical Skills

Programming	CCNA, NETWORK SETUP, TCL SCRIPTING, BASIC OF JAVA, C++, C, PYTHON
Software	LATEX, CISCO PACKET TRACER, NETWORK SIMULATOR 2.35 , NETWORK SIMULATOR 3 , ADVANCE EXCEL AND MS OFFFICE

Languages

English	Fluent
Hindi	Fluent
Gujarati	Intermediate

Declaration

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