**RESUME**

**Vivek Sharma**

**Permanent address**: -

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**OBJECTIVES**

I wish to seek a job in a company which would allow me to use my skills for the growth of the organization and my career. I can assure of providing dedicated and loyal services.

**TECHNICAL SUPPORT SKILLS**  
  
-OS installation:- Win XP, Win Server 2003, 2008,Windows 7,8,10 ,Linux GUI and Ubuntu GUI.  
-Assembling, hardware up gradation troubleshooting,   
-Windows maintenance, dual booting, upgrade & update the windows  
-MS outlook configuration, Outlook backup & restore and troubleshooting  
-Disk Management, partitions  
-Printer installation and troubleshooting  
-Installation and Troubleshooting of Antivirus ( Trend Micro, Quick Heal and Symantec )   
-Scanner configuration & troubleshooting.  
-Troubleshooting of hardware and O/S  
-Basic Networking, Map drive, Data sharing  
-TCP/IP Configuration, Internet Maintenance  
-Data Cards configure and troubleshooting   
-Remote desktop and Remote assistance  
-Wireless Networking, Networking in Domain environment  
-Basic Firewall configuration  
- Team viewer configuration and Any desk Configuration.   
-User Profiles Backup and Restore.  
-Sharing folder, sharing device & Printers.

**-**SAP installation and Configures specific modules (MM, Inventory, Production and BI Production), SAP T-Codes of MM and Inventory modules

**-**Basic Excel (Report, Pivot Tables, VLOOKUP & hlookop, Formula Function, Formatting , Add and Remove Add ins, Excel Troubleshooting)

**-**Basic Word (Formatting and Page setup, Template Building)

-Basic Power point (Custom slides and Templates, Animation)

- Installation of Oracle PL/SQL, Java (Dr. Java), C & C++. VB,

Microsoft SQL Server.

-CCTV Surveillance systems (IP Camera, DVR, Switch,

Assembling of DVR and Camera, Dome Camera, Cabling, Troubleshooting, Networking of non IP camera, Installation of Applications and Configure Cameras in Software).   
  
**NETWORKING SUPPORT SKILLS**  
  
-Basic Networking, peer to peer, Map drive, Data sharing  
-TCP/IP Configuration, Smooth running internet, Maintenance  
-Networking in Domain environment, & troubleshooting  
-Hardware Installation, Maintenance & trouble shooting

-Cabling, patching, and LAN troubleshooting

**EMPLOYER DETAILS: -**

* **Present Company** : Kalyani Infotech
* **Duration** – From August 2019 till now
* **Location** – Teleperformance , Sitapura Jaipur
* **Designation**- DESKTOP SUPPORT ENGINEER
* **Roles & Responsibility:-**
* Troubleshoot of Laptop and Desktop
* Manage switches
* Mail communication
* Coordinate with vendor for warranty spares
* Avaya IP phone troubleshoot
* Outage report and manage
* Coordinate with other IT Departments
* Manage AD , Mcafee Endpoint security
* **Previous Company** : ALLIED DIGITAL SERVICES
* **Duration** – From July 2018 till now
* **Location** – Emami Ltd, Kolkata
* **Designation**- DESKTOP SUPPORT ENGINEER
* **Roles & Responsibility:-**
* SAP BI Production and Production configures and Installation, T-codes.
* AAO ( Analysis in Excel , Report Generation of BI and Production)
* Troubleshooting in Desktop (MBD, HDD, SMPS, Memory, KBD, Mouse, Monitor)
* Troubleshooting in Laptop ( Battery, Wi-Fi card, Adaptar,USB, HDMI, VGA)
* Installation of OS ( Window 10,8,7), AAO, Office 365 , Adobe Acrobat, Adobe Photoshop CS6 & 7, Autodesk 2017 & 2015)
* Device Manager operations
* Trend Micro Antivirus Installation and Troubleshooting.
* Configure system into Domain and their Troubleshooting
* Managing User profile locally and in Domain
* Printer(Sharp, Canon , HP) Installation and Troubleshooting
* System restore and User profile backup
* Building Relationship with clients
* Configures Outlook (OST, PST) and their Troubleshooting
* Excel 2016 & 2013 installation and troubleshooting
* Managing OEM ,Warranty Spares, AMC Spares
* Network Troubleshooting and cabling
* Doing Follow ups with clients and Service providers.
* Remote Support via Team viewer and Any desk
* Swapping and Replacing of Hardware’s
* **Company**: IMPACT INFOTECH LTD.
* **Duration** – September 2015 to October 2016
* **Location** – WIPRO INFOTECH (PARTNET PAYROLL) , JAIPUR
* **Designation**- TECHNICAL SUPPORT ENGINEER
* **Roles & Responsibility :-**
* SAP Inventory Module and MM module T-Codes, SAP Installation and Configures MM module and Inventory module
* Installation of OS, Window Server, Linux GUI, Ubuntu GUI, Microsoft Office applications, Basic software’s (Adobe Acrobat, WinRAR, WinZip).
* Device Manger (Driver Installation, Upgradation, Uninstallation)
* Asset Management ( SMPS, Server (Dell & HP), MBD, HDD, Cabinet, Laptop, Peripheral Device , Cisco Switch and Router, Processor, Heat Sink)
* Testing & Troubleshooting of Spares (MBD (Desktop & Laptop), HDD (SCSI, SATA, PATA), Servers, Memory, Switches, SMPS, Laptop (Assembling & Disassembling, Touchpad, Keypad, Battery), Processors, Monitors (CRT, LCD, LED), Heat Sink.
* Report Generation of Assets ( Good, Faulty,Incomplete,Burnt and Damage spares)
* Given Technical Assistance to Field Engineer across Rajasthan.

**EDUCATIONAL QUALIFICATIONS: -**

* CCNA Course from IIHT, 2015
* MBA (IT) from Rajasthan Technical University, 2013
* BCA From University of Rajasthan , 2010
* Basic Hardware course from IIHT, 2009
* Basic Networking course from New Horizon , 2009
* Intermediate from CBSE , 2007
* High school from CBSE , 2005

**PERSONAL PROFILE**

* Father Name : RAMESH SHARMA
* Mother Name : RAJSHREE SHARMA
* SEX : MALE
* MARITAL STATUS : MARRIED
* HOBBIES : CRICKET, FOOTBALL , INDOOR GAMES,READING BOOKS & LISTENING MUSIC ,

**DECLARATION:**

ALL THE ABOVE INFORMATIONS ARE TRUE AND THE BEST OF MY KNOWLEDGE.