VINEET SHARMA 

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* **PROFILE SUMMARY**
* IT Professional offering nearby 7 Years of experience in the domain of System Support, Hardware & Networking and Technical Support / Troubleshooting.
* Adept in ensuring a high-quality customer experience, elevating customer satisfaction, while adhering to the SLAs and work processes, evaluating end-user requirements and custom designing solutions.
* **Work Experience**
* **Currently working with Asiatic Electrical and switchgear Pvt Ltd. Located at Naraina Ind. Area Delhi.**

**Duration: April 2015- Till date.**

**Designation: System Admin.**

* **Domain Environment**
* Create the User’s accounts in Domain server & also Provide Network Drive to Access as per Company Rules.
* Manage windows server 2016 STD both location and maintain also.
* **Upgrade windows server 2003 STD to direct server 2016 STD** and install & configure complete new infrastructure.
* In Network handle Install and configure **Cyberoam** firewall with connectivity three plants and maintain.
* Basic knowledge of Concept OSI model and Network fundamental.
* Knowledge about Network devices like Switches, modems, Routers and Wi-Fi Devices and configure also.
* Knowledge about **Active Directory, DNS, DHCP, Group Policy**, Taking Windows Server Backups and Troubleshooting also.
* Basis Knowledge about Hyper, VMware, Citrix and able to work in this.
* Create shared folders and providing access to the authenticated users.
* Create mail IDs in Exchange server 2003 and Panel also.
* Support Tally ERP9 Server and also take backup &spilt.
* Take Servers Backup on Weekly basis.
* **Symantec Antivirus Server**
* Install Symantec server and Client & maintain SEPM Console.
* Checking, verifying and implementing all viruses and device related restriction via. Symantec Endpoint protection Manager (ver.14.0.3876)
* Synchronizing computer with latest antivirus definition.
* **Support Operations**
* Conducted daily system health checks.
* Planned, implemented, and maintained a Windows domain based infrastructure Managed servers, workstations, computers, laptops, printers, routers, switches and existing network applications.
* Diagnosed and resolved all technical issues related to hardware and software.
* Supported all LAN, WAN and other networking systems.
* Ensured security and integrity of network.
* Performed quarterly audits for the purpose of improving efficiency of systems.
* Administrator for computer management systems and active directory group policy
* Virus and malware removal skills
* Identify, interpret, and evaluate systems and network requirements
* Support remote users via remote control software and telephone (Through RDC, VNC, Team Viewer, Symantec PCAnywhere and other remote tool)
* Assist in installation of computer and networking hardware
* Assist in monitoring network performance, security and IT infrastructure
* Assist in recommending improvements to systems and network configurations, determines hardware or software requirements.
* Other duties may be assigned as required.
* Providing support for Windows XP/7, windows Server 2003/2008/2012/2016.
* MS Outlook configuration on user profile desktop/laptop & outlook troubleshooting.
* Installation of Local printer and Network Printer.
* Taking backup of Network Data & user’s data, local software’s, MS Outlook PST files of all users.
* Coordinating with the Service providers (Airtel, Reliance &TATA.) for procuring and maintaining network links.
* Managing all inventory of IT and Vender management.
* Prepared checklist of new user assign Laptop/ Desktop that includes Mail, Printer, and Network driver access.
* Also Knowledge About Citrix Platform Xenapp and XenDesktop 7.6 Complete Installation and Configure.
* **Working with M’cons Media Marketing Located at Khusmabi Ghaziabad.**

**Duration: July 2014 – April 2015**

**Designation: IT Executive.**

* **Support Operations**
* Working closely with other IT professionals to implement tasks and resolve problems.
* Support on Biometric Machines and Installation also CCTV Camera’s and support to Office Sites & connect Head office to All Sites with Remotely
* Setting up computer networks.
* Establishing peer to peer networks.
* Performing hands-on fixes at the desktop level.
* Troubleshooting email delivery problems.
* Moving computers and IT equipment between offices.
* Maintaining an inventory list of computer systems.
* **Working with Net Connect Pvt. Ltd, Located at Noida.**
* **Client: - Accretive Health Pvt. Ltd**.

**Duration: Sep 2013 – July 2014**

**Designation: Desktop Support Engineer.**

* **Support Operations**
* Route/Assign tickets to the appropriate support group, if necessary.
* Support in Applications by remotely helpdesk Tools.
* Identifying and escalating high-severity, priority issues.
* System Audit using Microsoft Baseline Security Analyzer (MBSA).
* Installation of hotfix’s and patches introduced by Microsoft to provide maximum security to Operating system.
* Creating shift end reports like Pending Ticket details and sending them to Reporting Managers.
* Manage helpdesk tickets with Proper notes and its TAT.
* Maintaining SLAs of the raised IT tickets.
* **Working with CBSL Group New Delhi as a Technical Support Engineer from June 2010 to Sep 2013**

**Duration: June 2010 - Sep 2013**

**Designation: System Support Engineer.**

* **Support Operations**
* Providing support Operating Systems: Windows9X, Windows2000, Windows ME, Windows XP, Windows Vista, Linux,MS DOS.
* Application software Photoshop, Adobe reader, WinRAR, DVD Convertor, Nero.
* Office Package: Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint, Microsoft Outlook Express.
* Assembling and reassembling of computer peripherals.
* Installation of Local printer and Network Printer.
* Installation Scanner’s &providing support hardware issue in Scanner’s.
* **Professional Certification**
* MCSA Certified IT Professional from CMS Institute, Delhi 2014
* One year computer Hardware & Networking diploma course
* Knowledge about Citrix Xenapp and Xendesktop 7.6
* **Educational Summary**
* Graduation from EIILM UNIVERSITY
* **Personal Details**

Father’s Name: Sh. B. R Sharma

Marital Status: Single

Contact No. 91-9711280820

Nationality: Indian

Language Known: Hindi, English

* **Declaration**
* I do hereby declare that the information given above by me is true and complete to the best of my knowledge and can be supplemented with the relevant documents if required.

Place \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (VINEET SHARMA)