NITIN KUMAR SHARMA

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Address: A- 486, Block- A, New Ashok Nagar, Delhi East, New Delhi (110096)

Objectives:

"Seeking a position to utilize my skills and abilities in the Industry that offers professional growth while being resourceful, innovative and flexible."

Experience

One Year Experience with **Tech Mahindra Pvt. Ltd**. , Noida as an **Associate in backend** (E-mail) profile of **Paytm Process**.

Five Months Experience with **My Money Mantra** , Noida as an **Telecaller** (Domestic) profile of **American Express process**.

Nine months Experience with **Progressive Infotech Pvt. Ltd.**, Noida as a **Desktop Support Engineer L1** at client location **Wipro_HR.**

Currently I am working in **Inspirisys Solutions Ltd.**, New Delhi as an **Engineer-Technical Support**.

Job Description

- Helped streamline repair process and update procedures for support action consistency.
- Patched software and installed new versions to eliminate security problems and protect data.
- Configure hardware, devices and software to setup work stations for employees.
- Upload new software rolled out new updates and apply patches.
- Work with LAN and Wi-fi connectivity as well.
- Work with Outlook installation using POP3, IMAP and also resolve the error if any persisting.
- Perform repair as well against the Outlook e-mail error.
- Deal with the troubleshooting through taking system on remote by tool LogMeIN and resolve the issue of the user.
- Work with the ticketing through Wipro Helpline Ticketing tool.

Academic Summary:

B.Tech (Computer Science) From U.P.T.U University (2013).

Intermediate From U.P. Board (2008).

High School from U.P. Board (2006).

Skill:

Basic Knowledge of Computer
Computer language C
Computer language Python3
Computer language HTML5 & JavaScript

Strengths

- Sincere & Hardworking.
- Flexible and adaptable.
- Quick learner and Willingness to learn team facilitator.

Personal Details

Father's Name	: Sunil Kumar Sharma
Mother's Name	: Geeta Sharma
Date of Birth	: 28/07/1990
Gender	: Male
Nationality	: Indian
Language Known	: Hindi, English.

Declaration

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

Date: **Nitin Kumar Sharma**
Place: