

CURRICULUM VITAE

Ankit Sharma
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Objective: - To work vigorously and wisely for the improvement of the organization and endeavor to achieve the self-esteemed target.

Current Employer:

Currently working with Team Computers PVT. LTD. Delhi from Mar-2020 to Till Now as Tech. Support Engineer (I.T.).

Responsibilities:

- Manage Domain environment for two sites through remote support (Team Viewer)
- Manage shared folder and devices through permission
- Mail Clients configuration backup & Troubleshooting (MS Outlook, Outlook Express)
- Data Backup of all users,
- Local and Network Printer configuration, troubleshooting.
- Internet & LAN configuration, troubleshooting
- Software troubleshooting update and patch installation
- Manage Antivirus (Symantec, Avira)
- Issue H/W, S/W and accessories to users.
- Inventory management.

Previous work experience:

- I have Fourteen months experience with Precision Infomatic (M) PVT. LTD. (Perfetti Ven Melle India PVT. LTD.) As a Customer Engineer (**Desktop Support**) from **2013** to **2014**.
- I have Thirteen months experience with Net Connect PVT. LTD. (Perfetti Van Melle India PVT. LTD.) As a Customer Engineer (**Desktop Support**) from **2014** to **2015**.
- I have four year experience with Nath Traders. (Perfetti Van Melle India PVT. LTD.) As a Customer Engineer (**Desktop Support**) IT as Team Leader from **2015** to **2019**.

- I have Nine Month experience with Collabera India PVT. LTD. Delhi (IBM India Delhi) from Jun-2019 to Dec-2019 as a Desktop Support Eng. (I.T.).
- I have Three Month experience with Ind invotions PVT. LTD. Delhi (IBM India Delhi) from Jan-2020 to Mar-2020 as a Desktop Support Eng. (I.T.).

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TECHNICAL SUPPORT SKILLS

- OS installation:- Win XP, Win Server 2003, 2008, Win Vista, Windows 7.
- 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
- Antivirus update & virus protection
- 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
- User Profiles Backup and Restore.
- Sharing folder, sharing device & Printer.

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

Educational Qualification:

- Post-Graduation from Swami Vivekanand Subharti University Bareilly 2019.
- Graduation (Bachelor of Arts) from M.J.P.R.U. Bareilly 2011.
- Senior Secondary school exam from U.P. Board 2006.
- Secondary school exam from U.P. Board 2004.

Professional Qualification:

- I am certified from Jetking Hardware & Networking course.
- Also I have certification of I.T.I. from CS (Computer Science) branch.
- Also I have Master Diploma in System Management & Troubleshooting.

Personal details:

Father's name	Mr. Pramod Sharma
Date of Birth	08/09/1990
Sex	Male
Nationality	Indian
Languages known	Hindi & English
Hobbies	Internet Surfing, Traveling.
Marital Status	Single
Permanent Address	H.N. 515, Avas Vikas Colony, Bijnor (U.P.). 246701

Date: _____

Place: _____

(Ankit Sharma)