**Rahul Sharma**

\# 100 / Top floor,

Sector – 40,

Gurugram (H.R.)

+91 8527285612

rahulashu1987@gmail.com

## Headline:-

13+Years' experience in IT Infrastructure support and management, Project Implementation and Management, Various application Management/Support(SAP,WMS,SFA). 4+ years' Experience in Pre and Post Sales Technical Support.

## OBJECTIVE

To gain knowledge and grow with the organization by putting in the best of my abilities and skills.

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## PROFESSIONAL EXPERIENCE

**Sadhan Enterprise(I)**      **Manager - IT Infra & Cloud Services**     **23-Dec-19 to Till Date**.

### Reporting To :- Company Founder.

**Job Responsibilities:- Major Responsibility :- Manage IT Infra and Telematics Support for Sadhan Enterprise and its Group Companies.**

1. Defining IT Policies for organizations and the IT due diligence for the group of companies.
2. Working as group IT admin for GSuite and Microsoft Accounts on cloud.
3. Handling AV, Networking, Storage, Security and Endpoints of the group of companies.
4. Handling Telematics( GPS Tracking and Installation ) in all India on road / off road vehicles also handling Admin role for Zoho , Slack for internal communications.
5.  Partnering with CIO/ CDO levels for various business requirements and driving fulfilment.
6. Monitoring budgets and costs by understanding drivers and suggesting action plans.
7. Documenting and updating technology related instructions/ procedures/ knowledge articles as required
8. Interacting frequently with end users as well as with local, regional, and global support teams.
9. Led the development of business continuity plans and implementation of disaster recovery infrastructure such as dual Last Mile connectivity , Data Storage and Collaboration on Cloud etc.
10. Managed an INR 4.5 Crore IT operations budget for all hardware, software, and IT staffing requirements.
11. Supported VCs, polycoms, audio bridge and other audio/ visual equipment; assisted on AWS hosted in-house applications over tabs/ desktops and laptops.
12. Supported multiple in-house applications for storage/ backup/ restoration and daily concerns for smooth business

**Artsana India Pvt Ltd    Sr Executive IT Infra & Application    6-Apr-18 to 14-Oct-2019.**

**Scope:** Handling IT Infra( AD, Mail Exchange 0365, SAP backend Issues etc.) for HO,3 Branches( Mumbai , Bangalore , Chennai) and 11 Stores Outlets.

## Reporting To :- CEO.

**Job Responsibilities:- Major Responsibility :- Manage Entire IT Setup H/w n S/w.**

1. Managing AD , Cisco Network , Fortinet Firewalls and Managed AP's , Windows 2008 R2 Server , Mail server on MS office 0365 , Cisco L2 and L3 Switches etc..
2. Handling IT related issues of around 410 users PAN India.
3. Managing Infra network for 4 Major locations (Mumbai, Chennai and Bangalore).
4. Handling IT Related Budget for future requirements and implementation.
5. Handling IT related issues of 11 stores bases at different locations in India.
6. Handling Shopper Software support for billing and promotions purpose for all india
7. Project implemented successfully ( WMS Software for Logistics Team , Barcode Solution implement for Store Team , Shopper Software for billing and reward purpose , Local network of Gurgaon converted into Wi-Fi , Firewall Implemented at H.O), Mumbai and Bangalore office IT infrastructure implemented. Implemented IT Setup for 5 stores @ all India and couple of stores are in in pipeline.
8. Working on several IT projects ( Sales force automation web and application based, Barcode solution for Service team etc.)
9. Vendor management for IT procurements and projects.
10. Handling various responsibilities like Biometric administration, PRI , Cctv Setup @ HO and 11 Stores , Server room and HO fire safety system , Toll free number setup etc.

**PanasonicIndiaLtd    Executive IT Toughbook Team        6-Jan-2014 to 05-Apr-2018.**

**Scope:** Pre and Post Sale Technical Support Engineer.

## Reporting To :- National Saled Head - Asia Pacific.

### Job Responsibilities:- Major Responsibility :- Pre Sales Support.

1. Handling Panasonic Toughbook technical support – Post Sales Technical support across India. ( Leading 2 Engineers based at Mumbai and Gurgaon )
2. Handling Toughbook Projects (Factory and All India Service centers) specially Maruti , Bosch , Honda , Hyundai , Bentleys , Tata Motors.
3. Responsible for Pre Sales Technical activity (Technical Solutions ad per user requirement) with mapped sales RM's and relevant SI.
4. Handling vendors for projects related requirements.
5. Responsible for provide Toughbook Product Technical training to Premium customers and end users.
6. Responsible for give training to Wipro IT Engineers for latest technologies and new launched products of Panasonic Toughbook.
7. Handling part management for Technical calls for Panasonic India issues and service centers also.
8. Managing administration of MacAfee Antivirus (Internal Users Only) and HDD Security (TPM – For Sold Toughbook's Only).
9. Responsible for provide support by own to Japanese HOD's of internal and external Toughbook Users (Escalation Calls Only).

**Infodart Technologies Ltd    Executive IT Support        1-Apr-2009 to 05-Jan-2014.**

**Scope:** Chandigarh, Punjab, J&K, Haryana, Himachal Pradesh.

### Job Responsibilities:-

1. Handling 170 users of all locations (Desktop/Laptop/Apple Ipad/MacBook's and Blackberry Configurations).
2. Manage settings of Microsoft Outlook, LAN, Wi-Fi Routers, SSL VPN networks.
3. Troubleshot of DAX Router (Chandigarh, Dehradun, and Karnal).
4. Communication with all ISP's (Tata, Bharti, Reliance, HCL, Tulip) for Lease Line issues also communication with vendors for IT requirements accordingly.
5. Communication with vendors for all IT related requirements and issues.
6. Managing Video Conferencing device at Chandigarh.
7. Managing all branches assets on IT support Portal.
8. Responsible for install DMS software at Distributor end and live the same.
9. Responsible for Implement and manage Global Position System (GPS) for entire sales team.
10. Responsible for Project implementation/ Technical issues of Barcode HHT Honeywell devices at all representative location.

**Godrej Hershey Ltd.**        **IT Sr. Officer**        **4-Feb-2008 to 30-Mar-2009**

**Scope**: - Nalaghar, Baddi, Shimla.

### Job Responsibilities:-
1. Give IT Support to 90+ users( Desktops, Laptops, Blackberry ,HHT)
2. Managed HP Blade server for user data configurations.
3. Responsible for creation, deletion, updating of official mail ids on Microsoft Exchange mail Server.
4. Take data backup of all users on server daily basis using HP tape drives.
5. Managed all IT asset on Godrej IT support Portal.
6. Troubleshoot of HHT using Godrej software based on SQL.
7. Managed 2 Sony Video conference devices based on IP.
8. Communicate with AMC vendors of IT issues.

**Redington India Ltd**        **IT Officer**        **13-Mar-2007 to 2-Feb-2008**

**Scope: -** Chandigarh, Himachal, Haryana (Till Sonipat).
### Job Responsibilities:-
1. Troubleshooting of IBM, HP, Lenovo desktops.
2. Troubleshooting of IBM X Series servers, HP Blade servers.
3. Handled AMC of Bhagat Ford's (Chandigarh, Ludhiana) Desktop/Laptops as FMS Support (Scheduled Visits).
4. Handled AMC of Aptar Beauty & Homes (Chandigarh, Baddi) IBM Server/ Desktop/Laptops and Apple MacBook's as FMS Support (Scheduled Visits).

## PROFESSIONAL  QUALIFICATION

- Completed **Prince2 Foundation Ver2017 ( Project Management )** in July2k19 with 92% Marks, approved from **Axelos**
- Completed **ITIL Foundation ( IT Service Management)** in Feb2k19 with 90% Marks, approved from **Axelos**.
- **MBA IT (Correspondence)** from **EIILM University – Sikkim** in 2k10-2k12. ( Mark sheet with me but degree not with me)
- **BCA (Correspondence)** from **National Institute of Engineering**-**Dehradun** in 2k5-2k8**.**
- MICROSOFT CERTIFIED PROFESSIONAL on window 2003 server.
- Passed Paper of Windows 7, Configuring (070-680) with 86% marks at 06-03-2013.
- **Trend micro certified security professional** on Windows XP/Win7 Professional.
- Diploma in **computer Hardware & Networking** with A grade from **Jetking infotrain limited Mumbai.**
- Get training on **Touch Smart Desktop** from **HP Gurgaon**
- Get training on **IBM X Series Servers and Blade Servers** from **IBM Chennai.**

## PERSONAL DETAILS

**Father's Name** : Shri Ravindra Kumar  Sharma
**Date of Birth** : 14th July 1987
**Marital status** :  Married
**Languages** : Hindi, English & Punjabi
**Current Address** : Sector – 40, Gurgaon.
**Hobby** : Long Drive.

## STRENGTHS

Confidence.
Situation Handling Strength.

## DECLARATION

I hereby declare that the above-mentioned information are true to the best of my knowledge.

**Date: - _____**

**Place: - _____**                                              **[Rahul Sharma]**