**AMIT ALOPINATH SHARMA** Mobile: +91 9893055268 • E-Mail: amits3496@gmail.com

**TECHNO-FUNCTIONAL PROFESSIONAL**

**IT Infrastructure Support ● System Administration ● Networking Operations**

**Learner & Receiver: Flair to continuously upgrade knowledge purview & keep updated on latest technology trends**

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* A technocrat with more than 10 years of experience in Infrastructure Project Coordination, Server & System Administration, Customer Support as well as Team Management
* Currently working with Bergwerff Organic India Pvt. Ltd., Indore as Senior IT Executive; *coordinating IT Infrastructure functions at the enterprise scale involving selection & procurement of appropriate technology, negotiating with vendors, finalizing SLAs and directing timely completion of projects*
* Expertise in installing new / rebuild existing servers and configuring hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements
* Experienced in analyzing information system needs, evaluating end-user requirements, custom designing solutions, troubleshooting for information systems management
* Possess good interpersonal, coordination and communication skills

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**Functional:**

**Project Execution | Infrastructure Support | Installation & Configuration | Storage & Server Migration | System Administration | Deployment & Maintenance| Networking Administration | New Systems Implementation | Vendor Coordination | SLA Management | Troubleshooting/Technical Support | Team Supervision**

**Technical:**

**Platform: Windows Server 2003/2008, 2012, Win XP, Windows 7, Windows 10, Linux**

**Skills: Active Directory, DNS, DHCP, FTP, Switches, Firewall, VPN, Exchange 2013, Microsoft Office365**

**Database: Installation & Configuration of Oracle 10g &11g, MSSQL Server 2005, 2008R2, 2012.**

**VAS Services: Telecom & IVR, Dialogic Cards, PRI Lines; VOIP Polycom Phones, Biometric Configuration**

**Antivirus: McAfee, Kaspersky, Quick Heal Endpoint Security (EPS), Trend Micro Endpoint**

**Virtualization: Virtual Box, MS Hyper-V.FTP: Filezilla**

**Firewall: Pf Sense, Juniper SRX220, Fortinet 40C, Cyberoam CR50iNG& Sophos XG Firewall**

**MS Outlook: MS Outlook 2007, Outlook 2010, Outlook 2013, Outlook 2016; Office365 Administration and Lync 2013, SharePoint 2013, Skype for Business, MS Teams**

**Remote Tools: Team Viewer, VNC, Anydesk; Asset Management, Vendor Management, Coordination with Vendors for AMC of IT Infrastructure.**

**Data Backup Tools: HP Data Protector, Cobain Backup, Backup4all**

**ERP: Installation & configuration of Microsoft Dynamics 2013 (Navison), RAMCO ERP**

**SAP: Installation & configuration of SAP 4 Hana on End Users Systems**

**CCTV: CCTV Procurement & Administration**

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**Since Jan’13: Bergwerff Organic India Pvt. Ltd., Indore as Senior IT Executive**

**Key Result Areas:**

* Shouldering responsibilities as Senior IT Executive; supporting nearly 300 users in a mixed desktop and laptop environment; supervised a team of 4 Members
* Adhering to compliance with the company’s policies in administration of IT Infrastructure after review of new hardware and accessories; assessing IT requirements of the organization in terms of software, hardware and other peripherals / products, and handle procurement of the same
* Ensuring smooth installation of IT Assets, Routers/Switches/Modems, Peripherals, System Software & Application Software, Security Management, etc.
* Addressing performance bottlenecks; *ensuring maximum network uptime*
* Interacting with the clients to talk about the problems and request regarding the complex system issues
* Responsible for deploying and implementing Cyberoam Firewall
* Dealing with third party vendors and support teams in addressing system challenges including planning for changes and upgrades
* Delivering as well as implementing the project as per scheduled deadlines; extending post-implementation and maintenance support to the technical support team and client
* Ensuring set goals of the Incident Management Process are achieved; restoring normal service as soon as possible based on customer perspective and within defined SLAs
* Overseeing VPN connection and create new user for VPN and Setup VPN on Remote Location User
* Working in close relation with the ISP Service Providers for maintaining uptime of links & price negotiation
* Administering as well as maintaining Microsoft Office 365; implementing and configuring Microsoft Dynamics 2013& Support ERP Team
* Resolving IT issues on remote location via remote tools viz. Team Viewer & Anydesk

**Oct’14-Nov’16: Syena Health-Care Services Ltd., Pune as Senior IT Admin**

**Key Result Areas:**

* Responsible for user management/ server maintenance/ mail server, etc.
* Installed & configured server operating systems, application software, anti-viruses & hardware, print servers, etc.
* Managed network infrastructure LAN/WAN, migration & configuration of network client workstations
* Maintained computer & peripherals asset record using MS Excel; also issued new computer and related components to user as per the requirement
* Created documentation work and inventories, employed strong follow-through to track; resolved issues involving cyclic & sensitive items, equipment relocation and materials & property adjustments
* Installed, configured and handled Server 2008 Active Directory / DHCP / DNS Services
* Provided supporting to all Desktop IT Services including Desktop PCs, Laptops, PDAs and IP Telephony
* Implemented PF Sense Firewall& Configuration of Polycom VOIP Phones
* Upgraded & configured system software that supported Infrastructure Applications or Asset Management Applications per project or operational needs
* Provided telephonic & remote support to outside clients and branch office.
* Monitored system software development utilizing TCP/IP, VoIP, GUI and Client-Server Technology, Project Methodologies were modeled after the Rational Unified Process

**May’12-Sep’14: Netsol Technologies, Pune as System Admin/ Desktop Support (L2)**

**Key Result Areas:**

* Took care of configuration of Windows Server 2003 Active Directory, DNS & DHCP in domain
* Implemented DNS & DHCP server on Windows Environment
* Provided regular maintenance to server like windows critical & virus updates; secured share drives and deployed new policies using Active directory, OS re-Installation, Data Backup & Restoration
* Looked after over 80 Desktops & Laptops by using RDP, Team Viewer & VNC
* Installed & decommissioned Computer Hardware & printer related issues; deployed as well as migrated Microsoft Office 365

**Commenced career with Baytalkitec Pvt. Ltd., Chennai as Application Support/Product Support from Apr’08-Nov’11**

*Key Clients / Projects: MTNL, BSNL & Reliance - IVR Flow developed for Interactive Video based Applications in Linux Platform (3G Video Technology); Call Center Applications –Configured & supported Unified Communication Manager (ISS), Automatic Call Distribution (ACD) and IP Telephony or IP Soft phone using SIP Protocol*

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**Title: MTNL 3G VAS Service BKC, Mumbai**

* Worked on Video IVR, IP Phone & Multi Video Conferencing
* Dialogic D/300JCT Installation and Configurations; installed & configured various application based on 3G VAS Service
* Tested all the applications for Video Call, Video SMS & Video Conferencing
* Maintained & handled Linux and Win XP Operating System

**Title: Centralized BES (Fax)/PRS (Fax)/SRS/SMS Server/E-Mail Server/MRS**

* Installed Hardware – Dialogic Card DMV 120, PCI Sound Card, TMAS GSM/GPRS Modem
* Software – Operating System, Application Software, SQL Server and Logmein (Remote Desktop)
* Intelligent Soft Switch (ISS), Application Development Tool Kit (ADT)
* Dialogic DMV120 Software Installation and Configurations

**Title: LICIVRS & Call Center**

* Setting up the New LIC Call Center; configured & connected with LIC Intranet
* Windows Server Buildup and Network Configuration as per requirement
* Dialogic D/300JCT Installation and Configurations; IVR Flow Verification & Report Analysis

**Title: IVRS (Bill Reminder System, Bill Enquiry System (FAX) & Payment Reminder System)**

* Installed Hardware – Dialogic Card
* Software – Operating System, Application Software, MS Access & Logmein (Remote Desktop)
* IVRSDIA, DOTSOFT & Fax Server
* IVR Flow Verifications and Report Analysis

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**Bachelors in Science (PCM)** from Sambalpur University

**Professional Certifications:**

* Pursuing Big Data Hadoop Certification (Administration)
* Microsoft Certified Professional (MCP)
* Advanced Diploma In Computer Hardware -Networking & Programming, Nagpur
* Certificate Course In M.S. Office, Amravati
* Data Entry Operations & Computer Application, Nagpur

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Date of Birth: 30th July, 1980 • Present Address: 301-M, Vigyan Nagar, Near Navneet Marriage Garden, Indore, PIN Code: 452009 • Permanent Address: 23, Saket Nagar, Near Container Depot, Nagpur-440027 • Languages Known: English, Marathi & Hindi • Passport No.: M0315129