###### Jitender Sharma

###### House No. 1696, Phase V, Mohali, Punjab 160059

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**CAREER OBJECTIVES**

To be successful, experienced technical support Professional & achieve highest possible goals as per my qualification & calibers. Presently, I am looking to join an Organization that offers long term career prospects.

PROFESSIONAL SUMMARY

* 6.3 years experience as an Helpdesk Engineer & Asset Manager and 7.5 years as Sales and Delivery Executive

**WORK EXPERIENCE:**

1. **Current Company : Nityo Infotech services Pvt. Ltd.**

**Designation : Senior Desktop Engineer**

**Project : Siemens Ltd.**

**Start Date : 15th February, 2019**

**Key Roles & Responsibilities:**

* Identifying hardware and software solutions.
* Troubleshooting technical issues.
* Speaking to customers to quickly get to the root of their problem.
* Talking customers through a series of actions to resolve a problem.
* Following up with vendors to resolve issues at the earliest.
* Providing OS level Troubleshooting, Re-installation and driver configuration.
1. **Company : Netcomm IT Solutions Pvt. Ltd.**

**Designation : Helpdesk Engineer**

**Project : Tata Teleservices Ltd**

**Start Date : 18th October, 2018 to 14th Feb 2019**

**Key Roles & Responsibilities:**

* Installation, configuration & troubleshooting of windows and Applications used in the organization.
* Configuration & troubleshooting of Outlook mails.
* Installation and troubleshooting of Symantec Endpoint Protection antivirus client.
* Maintenance & troubleshooting of LAN.
* Installation and troubleshooting of Symantec Endpoint Protection antivirus client.
* Installation and troubleshooting of SCCM client.
* Installation and troubleshooting of Symantec DLO backup client.
* Maintenance & troubleshooting of Laptop and Desktop hardware.
1. **Company : Netcomm IT Solutions Pvt. Ltd.**

**Designation : Helpdesk Engineer**

**Project : Tata Teleservices Ltd**

Duration : 1st December, 2014 to 31st January, 2016

**Key Roles & Responsibilities:**

* Prime responsibility of Asset Management System.
* Allocation, De-allocation of IT Assets e.g. Desktops, Laptops, printer, router, switch etc.
* Installation, configuration & troubleshooting of windows and Applications used in the organization.
* Providing OS level Troubleshooting, Re-installation and driver configuration.
* Configuration & troubleshooting of Outlook mails.
* Installation and troubleshooting of Symantec Endpoint Protection antivirus client.
* Installation and troubleshooting of SCCM client.
* Installation and troubleshooting of Symantec DLO backup client.
* Maintenance & troubleshooting of LAN.
* Logging calls in customer care for Laptop related issues if not resolved at our end.
* Responsible for providing Technical Support of Hardware & System Installation of Desktops, Laptops & peripherals.
1. **Company : Crystal Solution Pvt. Ltd**

**Designation : Helpdesk Engineer**

**Project : Tata Teleservices Ltd**

Duration : 19th September, 2011 – 30th November, 2014

**Key Roles & Responsibilities:**

* Installation, configuration & troubleshooting of windows and Applications used in the organization.
* Configuration & troubleshooting of Outlook mails.
* Installation and troubleshooting of Symantec Endpoint Protection antivirus client.
* Maintenance & troubleshooting of LAN.
* Responsibility of closure of all the e-processes & ITSME within SLA.
* Logging calls in customer care for Laptop related issues if not resolved at our end.
* Responsible for providing Technical Support of Hardware & System Installation of Desktops, Laptops & peripherals.
1. **Company : ACE Infotech**

**Designation : Sales & Delivery Executive**

Duration : 1st May, 2004 – 31st August, 2011

**Key Roles & Responsibilities:**

* Prime responsibility of material delivery.
* Growing Sales through existing clients.
* Desktop and Laptop installation.
* Assembling Desktops.

**Professional Qualification:**

* MCA from Indira Gandhi National Open University.

**Educational Qualification**:

* 10th from H.P. Board.
* 10+2 from H.P. Board.
* B.Sc. (Computer Science) from H.P. University.

**Key Skills:**

* Technical skills, teamworking skills, Basic knowledge of DNS, DHCP and AD, Basic knowledge of AWS services (EC2, S3, ELB, Auto Scaling, VPC, IAM, Route 53), Basic knowledge of Git, Docker

**Platform:**

* Windows XP, Windows 7, Windows 8, Windows 8.1, Windows 10

**Strengths:**

Patience and ability to learn.

**Personal Information:**

Father’s Name Sh. Mohan Lal Sharma

Date of Birth 20th November, 1983

Permanent Address Village Pawar, P.O. Salana via Shoghi,

 Teh. & Distt. Shimla, H.P. - 171219

Marital Status Married

Nationality Indian

**Date: (Jitender Sharma)**