**Curriculum vitae**

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| **VIPIN SHARMA****S/O Mr. Ashok Kumar Sharma****C-13 Nehru Garden,****Khora Colony,Ghaziabad (201001).****E-mail: vip.vipin8@gmail.com****Mobile No.:-7838577343** |

**Objective:**

“To work in a challenging atmosphere where I could get an opportunity to learn and develop my Technical skills”

Professional Experience

Data Resolve Technologies – Sept. 2019 to Till Now Designation: Devops/System Admin

* **Installing, Configuring and troubleshooting of Windows,Ubuntu,Rhel,Centos,Boss**
* **Responsible for day-to-day customer’s and administration of cloud services**
* **Responsible for general health and maintenance of cloud servers**
* **Migration of the customer’s server from AWS to Private cloud or vice versa.**
* **Creation of the scripts like Backup, services, space alerts etc.**
* **Automate the solutions for repeatable problems.**
* **Provide support for all type of application, software’s issues to our clients through Phone or remotely or over the cloud.**
* **Troubleshooting** **issues at Networking, Application and Database level.**
* **Creation of Instance on AWS & Private cloud.**
* **Configuration, installation, managing and troubleshooting of MS Outlook 2010,2013**
* **Knowledge on different operating systems, Hardware**
* **Installation and configuration of Printers.**
* **Handling up to 90 users within the company**
* **Co-ordinate with team for any IT related issues or escalation**
* **Creation of server’s as per client requirement i.e. Ubuntu,Boss,RHEL**
* **Creation of Agent removal tools as per client requirements.**
* **Planning, Coordinating, Directing IT-related activities of the organization**
* **Creating & Maintaining of ID's on Office365**

Paytm Payments Bank – August 2018 to July 2019 Designation: Sr. IT Associate

* **Manage desktop team staffing schedules inclusive of roster management, leave management, Ensuring compliance to technology support processes & ensure team complies with all information security & compliance requirements.**
* **Co-ordinate with team for any IT related issues or escalation**
* **Creating & Maintaining of ID's on Active directory**
* **Creating & Maintaining of ID's on Office365**
* **Handling up to 1600 users within the company also on remote locations.**
* **User Management by Airwatch- Enroll MacBook, Creating Policies, Monitors mobile infrastructure environments for stability, provides phone-based mobile device, application, and end user support for issue and incident management.**
* **Coordinate & taking follow up with Vendors for New Projects (DLP,PROXY,ENCRYPTION,NAC,ETC)**
* **Installation and troubleshooting Mac OS (Sierra, High Sierra and Mojave)**
* **Installation and troubleshooting Linux OS (Ubuntu)**
* **Working on IT Helpdesk Ticketing Tool (Manage Engine Service & OTRS) for Incident**
* **Planning, Coordinating, Directing IT-related activities of the πorganization**
* **Providing VIP users support.**

AdvantumHealth - April 2017 to June 2018 Designation: System Administrator

* **Installing, Configuring and troubleshooting of Windows.**
* **Configuration, installation, managing and troubleshooting of MS Outlook 2010,2013**
* **Knowledge on different operating systems, Hardware**
* **Installation and configuration of Printers.**
* **Handling up to 220 users within the company**
* **Handling routine desktop support issues, which include installing and re-installing Operating Systems (OS) and applications, configuring devices, MS-Office, MS-Outlook among others**
* **Providing L1 network support which includes configuring IPs and basic handling of switches, among others**
* **Maintaining connectivity and troubleshooting hardware requirements**
* **Troubleshooting LAN related problems**
* **Troubleshooting of Windows 7, 8, 10 related activities on User’s machines.**
* **Co-ordinate with clients for any IT related issues or escalation**
* **Installation of VOIP, Taking follow up with VOIP Vendors**
* **Provide support for all type of application, software’s and hardware issues to Our Globally User's through Phone or Remotely**
* **Creating & Maintaining of ID's on Active directory**
* **Creating & Maintaining of ID's on Office365**
* **Planning, Coordinating, Directing, IT-related activities of the organization**

Digicall Teleservices PVT Ltd. - Dec 2013 to March 2016 Designation: IT Executive

* **Handling up to 700 users within the company**
* **Handling routine desktop support issues, which include installing and re-installing Operating Systems (OS) and applications, configuring devices, MS-Office, MS-Outlook, and Acrobat Reader, among others**
* **Configuration, installation, managing and troubleshooting of MS Outlook 2010**
* **Installation and configuration of Printers.**
* **Providing L1 network support which includes configuring IPs and basic handling of switches, among others**
* **Maintaining connectivity and troubleshooting hardware requirements**
* **Troubleshooting LAN related problems**
* **Troubleshooting of Windows 7, 8, 10 related activities on User’s machines.**

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| **Academia:** |
| **Graduation** | * Bachelor of Computer Application (2013)
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| **10+2** | * Senior Secondary – Central Board of Secondary Education (2010).
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| **10th** | * Secondary Exam – Central Board of Secondary Education (2008).
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| **Personal Minutiae:**  |
| **Father’s Name** |  Mr. Ashok Kumar Sharma |
| **Date of Birth** |  31st December 1992 |
| **Sex** |  Male  |
| **Marital Status** |  Single |