

CURRICULUM VITAE

RITANSHU SHARMA

Vill – Ghiana khurd, PO Jheol,

Tehsil - Dharamshala (HP)

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Career Highlights

- 6+ years of experience in IT infrastructure Administration and Operations :-
 - ✓ Server support
 - ✓ Network Support
 - ✓ Database Support
 - ✓ Desk Side support
 - ✓ Asset Management
 - ✓ Collaboration services
 - ✓ Backup and Restoration
- Very good in.
 - Escalation management & people management.
 - Handling delicate technical issues smoothly.
 - Handling the projects with maximum proficiency.
 - Initiating automations based on workload analysis.

Certifications

- ITIL V3.
- Cisco CCNA.
- Windows Server.
- Export compliance.
- Information security.
- Software asset management.
- Windows Azure Virtual Network
- Microsoft Azure Fundamental (AZ-900)
- Fundamental system troubleshooting.
- Global Privacy and Data Protection Training
- Windows Azure Active Directory & Multifactor Authentication.

Professional Work Experience

S.NO.	Organization	Location	EMP.ID	Time Duration	Designation
5	TECH MAHINDRA LIMITED	Chandigarh	588714	Working from 22 October 2018	Windows Engineer
4	MICROLAND LIMITED	Gurugram	19191	From 1 march 2018 to 16 October 2018	Senior Engineer
3	HCL TECHNOLOGIES	Noida	51667750	From 20 Feb 2017 to 28 Feb 2018	Engineer
2	WIPRO INFOTECH	Chandigarh	671404	30 March 2015 to 19 Feb 2017	Engineer
1	SUNRAY (Surya enterprises)	Himachal Pradesh	NA	From 11 July 2012 to 20 June 2014	Network Engineer

Current Roles and Responsibilities

- Active Directory operations -> Users management, running queries, OU movement.
- Working in Hybrid Environment -> Both Office 365 and Exchange Operations.
- Distribution List -> Creation, modification, deletion.
- ID, Temp ID -> Creation, modification, deletion, extension.
- Handling Email Gateway -> Mail release, Email Tracing, Spams and Quarantine.
- Working On PowerShell.
- Experienced in tools like, Kaseya, BMC Remedy, RDS, Log Me In, and Putty.
- Domain Migration for users.
- Mailbox movement, Quota increase, migration from exchange to 0365 and vice versa.
- Access Granting and revoking.
- Email conversion from .BSG to .COM.

Professional Qualification

S.NO.	University	Name of College	Degree	Year	Specialization
1	IGNOU	Govt. college Dharamshala	MBA	Perusing	Operations Management
2	Punjab Technical University (Jalandhar)	Continental Group of institutes	B. Tech	2012	Electronics and communications

Academic Qualification

S.NO.	Name of board	Name of School	Class	Year
1	HP Board Of School Education Dharamshala	DAV college kangra	XII	2008
2	Central Board Of School Education	GAV public school kangra	X	2006

Key Achievements and Skills

- Had Experienced Conference in ARMY SSB ☺ .
- Outstanding Troubleshooting and Communication Skills.
- Outcomes Oriented – Successful manages set of responsibilities until its completion.
- Team Player with a capability to work successfully with various responsibilities.
- Work under pressure.
- Operate self-sufficiently from home as well when required.
- Got appreciations from Clients and customers.
- Actively participating in various co-curricular activities.

Personal Details

- Father's Name : Mr. Tilak Sharma
- Date of Birth : 12th September 1991
- Gender : Male
- Nationality : Indian
- Marital Status : Married
- Language Compatibility : English, Hindi & Punjabi

Personal Declaration

I declare that the above mentioned information stands true & best to my knowledge.

Date:-_____

Place:-_____

(RITANSHU SHARMA)