**Shalender Sharma**

**Permanent Address**

**B-1/3716, Court Road Rajpura,**

**Distt Patiala, Punjab 140401**

**Mobile: +917096764314**

**Shalender.sharma85@gmail.com**

**Total Work Experience :- Having extensive work experience of 8 Years in IT Industry (Windows Server& Desktop)**

**Career Objective: -** To work sincerely and diligently for my organization, taking my organization towards sustainable grow by using my academic, technical and inter-personal skills which will not only provide me with ample opportunities to learn but also to grow with the organization. Willing to work extra hours to get the end product delivered in time.

**STRENGTHS: -** Effective Leadership Tactics, Managerial ability, Strong Reasoning, Efficient Communication, Sound Technical & Financial domain

**RELEVANT WORKING STRENGTHS AS FOLLOW**

* Troubleshooting Desktop, LAN/WAN problems
* Troubleshooting of Linux OS 7.
* Installation, configuration and administration of RHEL interactively and with Kick-start.
* User administration, User/Group.
* ACL, LVM, System/LAN Network troubleshooting.
* Configure Yum Client, RPM management.
* Backups and Crontab (scheduling).
* Installation/administration of FTP servers as VSFTPD, SAMBA, NFS, SSH.
* System Health checks.
* Server Monitoring.
* Administration of Red Hat Linux DNS and LDAP configure on client.
* Microsoft Windows 2K3/2K8/2K12 Server
* Windows XP Professional / Win7/ Win8
* Microsoft Outlook, Outlook express
* DNS, DHCP, IIS and Internet connection sharing
* Create HDD Partition as per user requirement
* Install/Manage Yum Server for Local use
* Install/Manage Samba Server
* LVM
* Knowledge of Kernal installation.
* Knowledge of Autofs.
* Knowledge of Client LDAP Configuration and LDAP Directory Tree
* Done RHCSA from Sysinfocom Chandigarh

**PROFICIENCY**

|  |  |
| --- | --- |
| **Network -Protocol/Components** | TCP/IP, DNS, DHCP, SSH & SCP, FTP, Samba. |
| **Software** | MS Office 2003, 2010, 2013 Professional |
| **Server Administration** | Linux (Apache/Httpd, Samba, FTP), Windows 2003 (DNS, DHCP, Active Directory User Creation). |
| **Operating System** | Linux7, Windows XP/Window 7/Window 8/Window 2003/ 2008/ 2012 |

* **Oakridge International School, Mohali**

Working as a System Administrator with Oakridge international school in Mohali from October, 2018 to till date.

**Key Responsibilities**

* Performed installation, troubleshooting, and maintenance of electronics equipment & Servers.
* Configuration of Sonic wall firewall setting for distribution of internet with policy’s
* I am working with a team of 3 Members.
* Taking care LAN maintenance.
* Laptop, Desktop, IOs, Tabs & Mobiles Technical Support.
* Technical Support for user on site or offsite.
* Video Conferencing, Presentation support, Cisco setup, & Event management and event IT Support.
* Management of user requests and provide support on time.
* Installation of Operating Systems software’s, & maintenance of Hardware Devices.
* Management of user requests, Firewall security, up gradation of patches of the Sonic wall.
* Policy Management, ICT Labs, ICT Tabs, Student I-Card Management, school tools management, Smart Classes, Projectors and all Teacher’s Laptop and Desktop of school Taking care.
* Bus’s CCTV cameras and recording Management.
* Campus CCTV Cameras Management and give Technical support.
* Taking care of helpdesk for technical issue regarding Student Tabs, I-Card & other app issue.
* Installation of Ignitor and Cambridge apps on student Tabs and follow up with vendor for creating new ids for students.
* IT Services, Software & Hardware, System Administrator, networking Problems, Virus issues, Team Management, Vendor Management, Troubleshooting, LAN, Networking / Infrastructure operations etc.
* Student updating on Punjab Portal, CBSE Portal.
* **S K International**

Worked with S K International in Mumbai as an IT Helpdesk Engg from August 2012 to June 2016.

**About S K International:** SK provides a complete range of Application Lifecycle services, IT Infrastructure Services, Implementation & Consulting services by leveraging best of breed domain & business expertise, compliances & best practices and strategic alliances with partners & industry leaders.

**Environment**

**Linux/Windows Server 2003 & 2008**

**Find Performing Responsibility role as follow:-**

* Operation and maintenance of application and Infrastructure.
  + Performing daily activities like Daily checklist, Capturing event logs, Server & backup monitoring, scheduling backups etc.
  + Troubleshooting & maintenance for Nagios, Lamp, Apache, FTP, AWS Server, Godaddy, C-panel, Modems & Firewall.
  + Trouble shooting on HDD Partition, Yum Server and boot issue of Desktops
  + Provided desktop support Windows and Linux
  + Troubleshooting & installing roles on servers like active directory, DNS, DHCP, FTP, File & Print, etc.
  + Creation of mailboxes, troubleshooting the email error, tracking of emails, management of mailboxes.
  + Ensuring prompt resolution of support tickets related to server infrastructure raised on ticketing tools & meeting set SLA’s for the same.
  + Installation of Microsoft patches on critical & non critical servers as per monthly patch management process.
  + Managing outsourced vendors, SLA, involving vendor support as per requirement, escalating as & when required to ensure prompt resolution.
  + Generating & maintaining inventory of servers & devices of Data Centre.
  + Generation of monthly server reports & presenting the same to client in monthly reviews/meetings.
  + Raising Change requests and implementing approved changes on the client’s infrastructure.
  + Performing RCA on incidents, raising master ticket for repeated incidents & implementing the same with permanent resolution.
  + Managing and maintaining Virtual servers.
  + Problems identified and tracked (Incident) by BMC Remedy.
  + Application Maintenance and testing.
  + Ensure High service availability as define and agreed in Vendor/Business SLA.
  + Maintenance/Support of other environments (UAT and Production).
  + Goal is to resolve queries/problems on first contact.
  + Monitoring all network communication capabilities (Alert mechanism via SMS or alerts).
  + Proactively manage server systems and Monitor system performance.
  + Monitor servers hardware related alert through by HP SIM tool.
  + Track increases in server workload (CPU, Memory and Disk) and Services by using SCOM.
  + Maintenance/upgrades of OS and Hardware as per business requirements.
  + Patch Management for all environments using WSUS.
* **Virtualization Skills:** 
  + VMware basic understanding
  + Creating Virtual Machines, Manage and Migrate Data store / Virtual Machine.
  + Understanding OVA and OVF Backup of Virtual Client.
  + VMotion and Cold Migration of Virtual Machine.
  + Basic knowledge of VLAN manages in VM.
  + Understanding of convert Physical System to Virtual Machine (P2V).
  + Monitoring of the all hosts using VCenter.
  + Daily report generation and capture performance to Senior Management.
  + Creation of template, Snapshot and Clone of Virtual Machine.
* **InTarvo Technologies Ltd. For Project of Tata Docomo in Mohali (Punjab)**

[**www.intarvo.com**](http://www.intarvo.com)

Worked with InTarvo Technologies Ltd. in Mohali (Punjab) as an IT Associate (IT Helpdesk) Nov. 2009 to July 2012.

**About InTarvo :-**  InTarvo has been serving as a leading provider of after markets services in India focused on Technology Asset Management of electronic products.

**Roles and Responsibilities:**

* + User rights and permission, disabling and enabling accounts.
  + User and group migration one domain to another.
  + Common drives / share folders access permissions to user as per need.
  + Domain creation and connect member server to part of new domain.
  + User mailbox manage and creation.
  + System Performance monitoring as per need.
  + Print server installation and maintaining.
  + Database monitoring using SQL replication.
  + NTBackup of all servers (as per company policy).
  + Basic knowledge of SCCM, SCOM and LANDesk.
  + Configure Group Policy, Assign User Rights and Permission.
* **Project- SBBJ (State Bank of Bikaner and Jaipur.** <http://www.cms.com/>

Worked with **CMS Info System on SBBJ in Jodhpur (Rajasthan) as Desktop support Engg. From July 2008 to Oct. 2009**.

**About CMSInfosystems (P) Ltd. (Blackstone group):** CMS Computers Ltd is ISO 9001-2000 Certified Company having 32 years of excellence in IT Services and Solutions among the top 10 IT solution providers in India. One of the fastest growing IT Company that has strategic alliances with global leaders for branded products. Country wide network of offices and support centers, 11,000+ employees, CMS Worldwide is forming a joint venture with Blackstone group to provide IT business services in India, including card solutions, transaction printing solutions and ATM cash management.

**Roles and Responsibilities:**

* Managing around 200 workstations/Laptops at client site and server support
* Installation and Maintenance of Windows XP/2000/2003
* Checking the Server performance and fine-tuning as required
* Installation, configuration and managing the MS Windows, Active Directory.
* Desktop and Laptop troubleshooting, Software/Hardware Installation, up-gradations, maintenance, Network troubleshooting.
* Performing Backup operation with the help of file server.
* Printer installation, Print Queue setup and troubleshooting
* Microsoft Outlook and Outlook Express, Thunderbird Client Application
* Antivirus Installation and management
* Managing All IT Assets Inventory
* Logging of calls to vendor.

**ACADEMIC CREDENTIALS ARE AS FOLLOW:-**

**EDUCATION**

* 10th (Punjab School Education Board (Mohali)
* 12th (Punjab School Education Board (Mohali)
* B.A. (Punjabi University).
* PGDCA (Punjab Technical University)

**PROFESSIONAL QUALIFICATION**

* Microsoft Certified Systems Administrator (MCSA) at CMS Ltd – 2007-08
* CCNA at CMS Ltd.
* Red Hat Certified System Administrator (**Certification ID: 180-019-994**) from 2017 – 2018
* Pursuing RHCE

**PERSONAL DETAILS**

**Name** : Shalender Sharma

**Date of Birth** : 28th November 1985

**Sex** : Male

**Father’s Name** : Sh. Praveen Kumar

**Address** : B-1/3716, Court Road, Rajpura, Distt. Patiala, Punjab

**Nationality** : Indian

**Marital Status** : Married

**Languages Known** : English, Hindi and Punjabi

**Hobbies** : Listening to Music, Net Surfing and Travelling.

**Passport Number** : L5040613