VIKAS SHARMA

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| Email:[sharmavikas724@gmail.com](mailto:sharmavikas724@gmail.com) | Tel:+91 7042434441 |

Career Objective

Seeking challenging position in research and core engineering field and for adding a new component of knowledge for betterment of my professional qualification.

Academic Credentials

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| B. Tech (CSE) | S.G.I.T,Masuri,Ghaziabad | 62% | July -2012 |
| Intermediate | SaraswatiVidyaMandir,Mzn | 63.2% | June-2008 |
| SSC | SaraswatiVidyaMandir,Mzn | 72% | May-2006 |

Experience

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|  | Post | Duration |
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| Winforms Software Pvt Ltd | Software Trainee | August 2012 – Aug -2013 |
| KigasuInfosystems Pvt Ltd | Web Designer | September 2013 – Aug -2014 |
| Micronics Services | System Engineer | September 2014- Dec 2016 |

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| Wipro Infotech Ltd | Desktop Engineer L2 | December 2016- Present |

Responsibilities

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| • Attending day to day calls logged in ticketing tool (Service Now) and closing the same through remote as per SLA.  • Following up vendors to meeting the SLA’s for various activities.  • Install, configure, upgrade, maintain and support desktop systems based on customer service  requests.  • Develop preventive maintenance procedures to avoid system failures.  • Troubleshoot technical issues and escalate complex problems to appropriate support teams  for resolutions.  • Perform repairs and replacements of software and hardware peripherals.  • Setup computers and install software for various applications and programs.  • Network and connect computers within organization to better communication.  • Managing File, Print server and Shared Folder  • Network Printers and scanners configuration  Networking Key Capabilities: -   * Lab experience in **Azure Infrastructure** in various system configuration: - * Creating resource group and configuration. * VM creation and configuration. * Azure scale set configuration. * Creation of Storage (File and share). * Creation VNet in Azure. * Windows 7, XP professional, windows 10, Office 365. * ITIL trained and certified with Wipro internal process. * Team, vendor and asset management. | | |

Technical & Professional skills

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| MCSA | Windows Server 2012 R2 | Oct. 2016 |
| MAA | AZ-104 Azure admin | July 2020 |

Hobbies

* Listening & Watching Punjabi Movies
* Gymnastics.
* Travelling.

Personal Dossier

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| Date of Birth | : | 30-04-1992 |
| Father's Name | : | Y.D. Sharma |
| Languages known | : | English, Hindi, Punjabi |
| Address | : | Flat-111, Pooja Apartment, Ashok vihar-3, Gurgaon-122001 |