VIKAS SHARMA

|  |  |
| --- | --- |
| Email: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

|  |  |  |  |
| --- | --- | --- | --- |
| 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

|  |  |  |
| --- | --- | --- |
|  |  Post  |  Duration |
|  |  |  |
| 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  |

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

Responsibilities

|  |  |  |
| --- | --- | --- |
|  |  |  |
| • 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 configurationNetworking 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

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

Hobbies

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

Personal Dossier

|  |  |  |
| --- | --- | --- |
| 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 |