

# CURRICULUM VITAE



## **KAPIL SHARMA**

**Qualification:-** BCA, MCA, Diploma in Computer H/W & Networking..

**Total Work Experiences:-** (9 Year's)

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## **OBJECTIVE:**

Intend to work with leading corporate of hi-tech environment with committed and dedicated people where I could make a significant contribution while developing my skill yet further and grow with the organization.

## **PERSONAL DETAILS:**

<b>NAME</b>	Kapil Sharma
<b>FATHER'S NAME</b>	Sh. Ram Bilash Sharma
<b>RESIDENT ADDRESS</b>	#388, Ekta Colony, Balongi SAS Nagar Mohali-160055(Punjab)
<b>DATE OF BIRTH</b>	1 <sup>st</sup> Jan, 1989
<b>MARITAL STATUS</b>	Married
<b>GENDER</b>	Male
<b>NATIONALITY</b>	Indian
<b>LANGUAGES KNOWN</b>	English, Hindi and Punjabi
<b>CONTACT NUMBER</b>	9876190250 , 9878303150
<b>E-MAIL ADDRESS</b>	KAPILSHARMA92@GMAIL.COM
<b>PAN NO.</b>	DANPS9568F
<b>PASSPORT NO.</b>	CH2060372181012

## **Key Skills:**

- Server Administration 2008/2012.
- Application & OS Support, Server Management, Network Management, Antivirus Support and Patch Updates, IT Inventory & Vendor Management.
- Network Operating System Windows Server2003 & 2008 R2, Server 2012.
- Active Directory, Workgroup, Domain,VLAN
- Knowledge of LAN/WAN, TCP/IP, DNS, DHCP, VM Ware.
- Knowledge of IIS.
- Windows, Linux (Ubuntu, Centos) ,configuring, monitoring, security.
- Knowledge of RAID.
- Knowledge in SQL Server.
- Knowledge about Firewall (Installation & Policy configuration).
- Desktops, Laptops, Network Printers, Wi-Fi Router, Switch's modems, Data card, Projector.
- Backup System, Data-Recovery, Antivirus, MS office, Microsoft Outlook,.
- Trouble Shooting, Computer Networking, and Installations of Printers, Wi-Fi Router, Firewall.
- Network Tool:- Ammy Admin, Team Viewer, Any desk, Vnc Viewer etc.

**Educational Details:**

Passing Year	Course	Name of Board/University/Institute	%age
2004	10 <sup>th</sup>	C.B.S.E Board	60
2006	10+2	C.B.S.E Board	53
2006-08	Diploma in Computers H/W & Networking	Jetking Institute ,Chandigarh	69
2008-11	BCA(Bachelor's in Computer Application)	Punjab Technical University,Jalandhar	69
2012-14	MCA(Master's in Computer Application)	Punjab Technical University,Jalandhar	70

**Work Experiences (Total 9 years of work Experiences):**

Sr. no.	Organization Name	Designation	Experiences	Session
1	<b>Competent Synergies Pvt.Ltd.</b> (Mohali, Punjab)	IT. Executive	<b>2.10 Yrs.</b>	Aug 2011- June 2014
2	<b>Ziqitza Health Care PVT LTD.</b> 104 Medical Helpline, Under (Punjab Govt.), Punjab Health System Corporation, Mohali (Punjab)	IT. Executive	<b>2.5 Yrs.</b>	June 2014- Nov 2016
3	<b>Eden Critical Care Hospital PVT LTD. (Chandigarh)</b>	IT. Executive	<b>0.9 Months</b>	Nov 2016- Aug 2017
4	<b>HB Software Solutions India Pvt. Ltd.</b> 104 Medical Helpline, Under (Punjab Govt.), Punjab Health System Corporation, Mohali (Punjab)	Sr.IT. Administrator	<b>3 Yrs</b>	Sept.2017- Sept.2020

**Roles & Responsibilities:****1. Application & O/S Support:**

- Manage and monitor all installed systems and infrastructure.
- Preparing laptops/desktops for users by deploying Window O/S.
- Taking daily & weekly backups.
- Maintain security and backup (MSSQL Server DB Backups).
- Knowledge & experience of Call center/Helpline applications (Dialer & CRM Applications)
- Managing Firewall (Configuration of Firewall policies) .
- Installation & troubleshooting of critical client level applications & their usage guidelines
- Operating Systems (OS) installation / re-installation, upgrades and patches for desktops & Servers  
WIN 2003 server, Win 2012 server, window 7, window 8, window 10 installation & administration.
- Installation of Linux O/S (Ubunt Desktop & Server).
- O/S Installation: - Installation and Configuration of client Software's/application installations such as MS-Office, Acrobat Reader, mail client etc.
- Installation of Network Printer, Biomatix machines, Wi-Fi Router etc.
- Configuring & troubleshooting Microsoft Outlook mail & lotus mail.
- Configuration of IP phones and SIP accounts.
- Management of Incidents & Service Requests.
- Provide technical assistance and support for all incoming IT Helpdesk request and issues related to computer systems, application, services, software, and hardware either in person or remotely over the phone.
- Tally ERP9 Server, Client installation & Tally data backups
- Configuration/troubleshooting of network connectivity and upgrade management of desktops / laptops
- Network Tool: - Ammy Admin, Team Viewer, Any desk, Vnc Viewer, Winscp, Putty etc.
- Working with Upstream (Workplace Team) to fix system / application related issues.

## **2. Server Management:**

- Experience on Windows Server 2008/2012/2016, & AD
- Knowledge of Active directory (Domain), Workgroup, DHCP, IIS, DNS..
- Installation of Linux O/S (Ubuntu Desktop & Server).
- Disk space usage monitoring.
- Daily server Database backups (Centos 5.6(Dialer Server & voice logs Backups) & (CRM Application Server (DB backups).
- Administration of Data Backup and uploading on FTP.
- Coordination for user creation / deletion / modification request with Service Provisioning team.
- Maintain security and backup (SQL Server DB Backups).
- Knowledge of (NAS & SAN) network storage devices.
- Starting and stopping of services Run level concepts
- Website Domain Management, Website hosting related work, Web server management, working with vendors for the same
- Coordinate with upstream for Operating Systems (OS) installation / re-installation, upgrades and patches for Servers.
- Working with Upstream (Datacenter Team) to fix server related issues.

## **3. Network Management:**

- Monitoring availability of LAN/WAN Connectivity as a daily routine task and Network Performance.
- Troubleshoot Network connectivity (LAN/WAN) issues at L1/L2 level and capability to fix.
- Coordinating with vendors like Connect / Airtel / BSNL etc.
- Lease line, ISDN, Modem, Network Switches, hubs, internet connectivity co-ordination.

## **4. Antivirus Support and Patch Updates:**

- Anti-Virus Support - Installation of anti-virus on desktops and cleaning of Virus.
- Managed Anti-Virus (Symantec/McAfee/Quick Heal) Servers.

## **5. Inventory & Vendor Management**

- Keeping track of Install/Move/Add/Changes (IMACs) and Submitting reports as and when required to the IT Head.
- Maintaining IT Documentation for Asset Receipts / Returns from Users and/or Vendors.
- Updating the IT Asset Inventory (Hardware & Software) every time new assets are procured before deployment.
- Maintain inventory of all equipment, Hardware and software licenses.
- Vendor Management Handling PO Creation, Invoice processing GRN, tracking payments, validating payment ledgers
- Management of IT assets and their AMC.

## **STRENGTHS:**

- Good Technical, analytical, interpersonal and organization skills
- Good communication and presentation skills.
- Ability to work under pressure and responsibility oriented.
- Hardworking, Self Confident, Discipline, Positive attitude.

## **HOBBIES:**

- Reading Books
- Listening to music and Playing Cricket.

## **DECLARATION:**

I hereby declare that all the information given above is true.

**Place:**

**Date:**

**(Kapil Sharma)**

