**RESUME**

**Name:** Anurag Sharma

**Permanent Address**- Vill-Sakouti PO-Gurukul Narsan Distt- Haridwar (Uttarakhand) 247670.

**E -mail:** anu04061993@gmail.com

**Contact Number:** +91 8126799936

**OBJECTIVE:** 

I believe in power of Network. I am stubborn person I will be putting my working capacities, professional skills and knowledge to serve my organization in best possible way with sheer determination and commitment for its growth.

**TECHNICAL COMPETENCIES:**

* **OPERATING SYSTEMS:** Microsoft Windows.

**CARTIFICATION:**

* Certificate by CISCO for “CCNA R&S

**EDUCATION PROFILE:**

|  |  |  |  |
| --- | --- | --- | --- |
|  Course   | College/University  | Percentage | Year of passing  |
|  High school   | UK Board | 50.4 | 2009 |
|  Intermediate   |  UP Board | 52.2 | 2012 |
|  Diploma in Polytechnic (IT)  | Uttarakhand Board Technical Education Roorkee(UBTER) | 73.4 | 2015 |
|  Graduation in  Bachelor of Art (Pvt.) |  Shri Dev Suman University Uttarakhand (SDSU) | 50.8 | 2015 |

**Work Experience:**

Company : Bharat Electronic Limited (BEL)

Designation : Apprenticeship

Duration : Dec 2015 to Dec 2016

Company : Aforeserve Pvt Ltd.

Designation : Desktop Support Engineer

Duration Jan 2017 to March 2018

Company : Sysnet Global Technology

Designation : Desktop Support Engineer Duration : 9th April 2018 to 2th March 2020

Company : Campus Activewear Pvt Ltd

Designation : IT Executive

Duration : 5th March 2020 to Till Now

**Job Nature / Responsibilities:**

* I was giving of computer system including Desktop, Laptop Local and Network Printers.
* Remote Management through team viewer, VNC, Remote Desktop to solve Windows and

Software issue.

* MS Outlook, Configuration, management and troubleshooting, backup/restore.
* Installation and troubleshooting of all kind of applications used in company.
* Handling customer escalations and proving solution for the same.
* Troubleshooting issue in Mails, operating systems, desktop software, servers and networking device.
* Troubleshoot problems Desktop & Laptop Hardware and OS Configuring of Driver & Devices.
* Configuration New User Profile, IP Address and LAN maintaining & all types of LAN Cabling.
* Configure access to Shared Folders, manage shared Folder Permissions, Configure file System
* Troubleshooting skills in network and system administration
* Installations of Scanner, Printer of different Vendor (HP, & Cannon) and trouble shoot the Setting and Configuration.
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**Hand Experience on Server side:**

* Active Directory Installation and handling user information Creating Groups.
* Provides installation support for new applications and software releases.

**TECHNICAL SKILLS:**

* Work on Experience of Windows XP & Windows 7/ 8/10 Installation, Customization and Troubleshooting in Different Vendors Product (Desktop / Laptop).
* Installation & configuration of LAN Network in Windows Environment (Win XP and Win7 Etc.) Installation of various Software, Application and Utilities.

**PERSONAL PROFILE:**

**NAME**  : Anurag Sharma

**FATHER NAME** : MR. Sunil Sharma

**DATE OF BIRTH**  : 04 JUNE, 1993

**GENDER**  : Male

**LANGUAGE KNOWN**: Hindi, English

**DECLARATION:**

 I hereby inform you that all the statement made above are true the best of my knowledge.

 **Place**: Haridwar (**Anurag Sharma)**