

Shivam Sharma

L1 Analyst in Microsoft project - HCL Technologies

Ghaziabad, Uttar Pradesh - Email me on Indeed: [indeed.com/r/Shivam-Sharma/8e4755830666f3b6](https://www.indeed.com/r/Shivam-Sharma/8e4755830666f3b6)

WORK EXPERIENCE

L1 Analyst in Microsoft project

HCL Technologies - Noida, Uttar Pradesh -

September 2016 to Present

Learnings: learnt to work on different fields such as networks, servers, Sql server, and some integration software tools such as Microsoft service now (SNOW)

- Worked as L1 analyst in IT Command Center team for monitoring networks and server issues.
- Hands on experience in monitoring tool service now (SNOW)
- Worked on user requested mails regarding servers and network break fix issues.
- Communicating and coordinating with different track teams for proper resolution of issues.
- Worked on GMO Sql servers for troubleshooting issues like job failures, disk space issues.
- Worked on troubleshooting servers issues like RPD, connectivity, disc space, servicesSPN creation and deletion.
- Knowledge of DHCP, DORA process, Active directories, DNS, FSMO roles, Forests and domains, portioning, static and dynamic IP, trust relations
- documenting new process

EDUCATION

Bachelor of Technology in Computer Science Engineering

Indraprastha Engineering College, Uttar Pradesh Technical University - Ghaziabad, Uttar Pradesh

2016

Greenfields Public School - New Delhi, Delhi

2010

SKILLS

SQL (1 year), HTML (Less than 1 year), INCIDENT MANAGEMENT (Less than 1 year), IT INFRASTRUCTURE (Less than 1 year), MS OFFICE (Less than 1 year)

ADDITIONAL INFORMATION

CORE COMPETENCIES

- Professional Communication
- Incident management

<https://www.indeed.com/r/Shivam-Sharma/8e4755830666f3b6?isid=rex-download&ikw=download-top&co=IN>
<https://www.indeed.com/r/Shivam-Sharma/8e4755830666f3b6?isid=rex-download&ikw=download-top&co=IN>

- Networks and servers monitoring
- Understanding of IT infrastructure
- Understanding of L1 networks and servers troubleshooting
- MS Office
- HTML
- SQL
- Windows OS

PERSONAL TRAITS:

- Ability to produce the best result in pressure situations.
- Good time management
- Ability to work in team as well as individual.
- analytical and critical thinking
- good presentation skills