



**Karan Sharma**  
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## Summary

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Insightful Information Technology with 5 years of IT leadership experience including oversight of infrastructure, application support and security services. Dedicated to customer satisfaction with focused delivery of technical solutions. Proven leader in directing operations, maintenance and support of complex systems. Develops creative business solutions, leveraging diverse methodologies and delivering engineering solutions for leading organizations. Highly adept in request for proposal development, technology needs assessments and staff training.

## Key skills

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Microsoft (O365, D365, Power Apps, Azure)  
 Gmail (G-suite)  
 VMware and Cloud Back software  
 Information Technology Infrastructure  
 Analysis and critical thinking  
 Network security oversight  
 Hardware and software monitoring  
 TCP/IP, DNS Server (Public, Private), NFS, SNMP  
 Risk mitigation planning  
 Documentation and reporting  
 Remote support



## Education and Certification's

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### **Bachelor's in Computer Science – Sarvepalli Radhakrishnan University, Indore.**

*(June 2016– April 2019)*

*Achieved an 8.0 CGPA*

### **Diploma in Computer Science – Govt. Vaishnav Poly Technic, Indore.**

*(June 2013– April 2016)*

*Achieved a 7.5 CGPA*

### **Cisco Certified Network Associate (CCNA)**

*(Nov 2016)*

*Successfully completed CCNA, MCITP & RHCE training.*

### **C & C++ (Training)**

*(Dec 2015)*

*Training Institute: SB InfoTech Indore*

## Language Known

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English  
German  
Hindi  
Arabic  
Turkish  
French



## Experience in Technology's

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- Red Hat Enterprise Linux 7 (RHEL 7.5 & HEL 7.6).
- VMware ESX and Hyper-V virtualization technologies.
- SAN and NAS technologies (SMB, NFS, iSCSI and Fiber Channel).
- Netapp FAS models, MetroCluster, FC and SAS shelves, ATTO fiber bridges, Brocade back-end and SAN Netapp Data OnTap 7-mode and Cluster Mode Snap Drive, Snap Manager suites, Snap Mirror, SnapVault.
- OSSV, Virtual Storage Console.
- E-series and Santricity Storage Manager as well as E-Series hardware.
- Storage Grid and Cloud backup software.
- Tape library system (HP Store Ever tape drives).
- Enterprise backup software suites including Symantec Backup Exec.
- UTM, Router, Wi-Fi (Fortinet, Cisco ASA, SonicWall, EnGenius), Switch (DELL, Linksys, D-Link)/
- Antivirus/AntiSpam (Fortinet, Trend Micro Worry-free, NOD32, AppRiver)/
- Encryption (SSL, VPN, PGP), Firewall (Sophos).

## Employment History

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### **IT Consultant, True Org (Microsoft Gold Partner)**

California, United States (Nov 2020 – Present)

- Working on Dynamic 365, Power Apps, Azure Cloud.
- Delivered technical sales presentations to prospects and presented benefits and value of products.
- Guided divestiture activities, drawing on deep understanding of various internal operational processes.
- Inspected equipment, assessed functionality and optimized controls.
- Exceeded goals through effective task prioritization and great work ethic.
- Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.
- Served customers in friendly, efficient manner following outlined steps of service.
- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
- Increased customer satisfaction by resolving Microsoft product issues

## **Production Data Coordinator, Workz Group**

*Dubai, UAE (April 2019 – Oct 2020)*

- Collaborated with customers and internal teams for processing data files required for SIM Card, Pack and Recharge Card factories in the Data Management Division – I.T Department
- Liaised with internal and external teams to fully understand data content
- Assessed, notified & rectified issues with the data files and obtained confirmation on the accuracy of data. Ensured security, integrity and availability of production data files based on business as well as operational requirements.
- Able to create data dashboards, graphs and visualizations to enable effective decision making.
- Acquainted team members with precautions, ISO policies and procedures and other relevant standards in managing highly sensitive data.
- Ensured effective escalation and documentation of system related process nonconformities for implementing effective remedial measures.
- Designed barcode labels via Codesoft application & text templates.
- Authorized to setup up new additional systems on the organization domain.

## **IT Coordinator, Workz Group**

*Dubai, UAE (October 2016 – March 2019)*

- Professional responsibilities including project coordination, administration and to follow corporate policies and procedures, documentation, and scheduling also reporting the same to management.
- Technical lead for support and administration activities also carry out all scheduled installation, configuration, administration, support and troubleshooting of company technologies.
- Team leader to a group of professionals responsible for the day-to-day administration, support, and execution of various technologies located within the local area network (LAN).
- Provided tier 3 network hardware and software support for the back office and production including desktop computers, laptops, network servers, and Palm-type computers, as well as VPN and remote access.
- Setting up and monitoring of securing network resources with shared folder permissions, Implementing file security system, firewall setup.

## **IT Assistant, Workz Group**

*Dubai, UAE (June 2016 – October 2016)*

- Ensuring that data verification and reporting the same to management.
- Ensuring information security is observed and monitoring data leak.
- Regular assessment of all Systems and networks to ensure no network breach is there.
- Pre-and Post-production readiness is reported on a day-to-day basis.
- Detect equipment failures and prevent downtime in production units.
- Constant monitoring of all IT related assets weekly to the management.
- Major and minor troubleshooting on the entire production floor.
- Day to day reporting to team leader and the management about security incidents.
- Preparation on investigative reports based on customer complaints received through company portal.

## **Personal Details:**

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Nationality: Indian

Date of Birth: 22-Oct-1997

International Driving License: Dubai, UAE (A/F)