


SHIV SHARMA

 Shiv5787@gmail.com

 9953608207

 House No C-40 Double Story
Ramesh Nagar New Delhi-
110015

SKILLS

- Asset management
- IT Management
- IT Operations
- Mail server Administration
- Backup Management
- Team Management
- Desktop & Network Support

EDUCATION

- B.A From Delhi university.
- 12th Passed from C.B.S.E Board.
- 10th Passed from C.B.S.E Board.
- Diploma in computer hardware

CERTIFICATIONS

- MICROSOFT CERTIFIED SYSTEM ENGINEER (MCSE WINDOWS 2000).
- MICROSOFT CERTIFIED PROFESSIONAL MCP WINDOWS 2000
- ADVANCE DIPLOMA IN COMPUTERS
HARDWARE AND NETWORKING
Full time one Year from F-Tec
Computer
Education, Patel Nagar New Delhi

PROFESSIONAL SUMMARY

- Experienced desktop and network support engineer with over more than 13 years of experience in information Technology field. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits.
- Experienced in vendor management. Purchase & repair negotiations to increase efficiency & reduce cost, identifying potential customers, making cold calls, assessing customer need, recommending product.
- Process Improvements:-Devised and implemented process, procedures, systems and internal control to strengthen operation, increase productivity.

Work History

Working as Assistant EDP Manager in **Shroff Eye Centre**, A-9 Kailash Colony, New Delhi from May 2009 to till date.

{Shroff Eye Center is the leading Eye Center in India with all the latest technology and state of art equipment's and huge patient compliance with at least 500 patients walking in, with staff strength of more than 250 employees earning under the belt. It was established in 1938 and has been continually growing up to the level of satisfaction of all its valued patients present the hospital has four Branches with in NCR}.

Worked as Senior Engineer at **Interactive Business solutions**, Delhi for 1 year

{Interactive business solutions is a client base company deals in new/old computers, computer

Peripherals networking solutions; AMC's. It has clients like CA's, Advocates, Exporters, Home Users, Govt. departments, Schools, Showrooms, Co-operates & etc. It is having three hundred Computers in his network.}

Senior Customer Support Engineer at **Software Innovation Group**, Delhi for 1 year

SIG is a local System integrator dealing in computers/networking solutions and Computer peripherals /

Devices as a rental company. It has clients like Govt. Offices Education Institutes (like SSI, NIIT, APTECH, etc), call Center in Gurgaon And Noida (AirTel, Bharti Tel, SSI, Network Associates, IBM, Reckit & Coleman, E-Comserver.com, Advocates, and Share Brokers etc.)

Other Responsibilities

Handled

- Implementation and maintenance of AMC's of all equipment's and gadgets within the organization
- Handling Inventory & New Purchases for EDP department.
- Implement and manage Hospital Web Sites & Social Sites with vendor.
- Implement and manage Preventive and Routine maintenance schedules.
- Other Administrative works. (To co-ordinate with Quality Dept., Estate Dept., BME Dept. and HR Dept.)
- Heading the maintenance of technical operation, Bio-medical equipment, administrative management and quality control as per ISO's and NABH
- Dealing with complaints and grievances of the employees and redress the same especially with regard to estate and personnel policies of the organization.
- Ensure that no employees indulge in any activity that may be detrimental or prejudicial to the credit, prestige and reputation of the organization.
- Ensure proper and adequate deployment of the employees and allocating duties to them. Managing operations and team of 4 persons in roster. Ensuring that subordinates discharge their duties properly and efficiently and strictly adhere to the norms of discipline and maintain proper decorum while on duty.
- Ensure that the policies of the management are fully enforced and implemented by the subordinates.
- Define the duties and responsibilities of the subordinates and to give them necessary authority to take decisions wherever necessary.

Technical

Troubleshooting all the Hardware, Network Queries/Problems, and Preventive Maintenance etc.

Backup (HIS Software) Netram, Prohosys, Eyedocs server and other Running Software (Tally, Saviour-Attendance software, TDS, OCT, Pentacam, ERG etc).

Structured Cabling for small area networks

Installation/Troubleshooting of Windows NT4.0 (servers/clients), Windows 2000 (Adv. Server/server/professional), SQL Server & Other popular PC software's.

Maintaining and handling in house- LAN including more than 150 desktop PC's, many laptops.

Handling and maintain policies in CYBEROAM-CR35ia Firewall for Internet.

Installations / configuring of network printers, local printers' scanners, web camera & others external and internal peripherals

Installation/Configuration and time-to-time updating of all the software's.

Providing in house support for troubleshooting technical problems in day- to-day operations. i.e., EMR, Switching issues, Internet problems, Data traffic filtering and security, applications issues, installation, faulty part replacement etc.

APPLICATION SUPPORT

Experience of Implementing, managing and support HIS/HMS in Hospitals –Active Scheduler, Prohosys, Eyedocs and Netram.

Day by day Support to - HIS All modules like OPD, IPD, Front Office, Appointments, Call centre Module, Billing (OPD/IPD), Optom Module, Doctor Module, Non-Medical Store, Medical Store, Administrative Task, Inventory, HR, Pharmacy, Lab, OT, and MRD (file scanning software).

Implemented- Netram, Prohosys and Active Scheduler (Modules – Registration, Multiple branch wise Appointments (centralised appointment system for all the branches), Billing, Surgery Booking & Room Booking,

PERSONAL DETAILS

Father's Name : Mr. Jitender Sharma
Date of Birth : 6th March, 1989
Nationality : Indian
Marital Status : Married
Languages Known: English, Hindi

Patient Tracking, IPD, Inventory and Reports.)

Participate in problem analysis meeting with user, receive and initiates task from application users/ client.

Coordinates resolutions with development team to assess issue and test for solutions.

Troubleshoot and resolved application issue escalated from end users.

Integrated application software and hardware configurations changes.

Route the problem on to the relevant people.

Execute investigation, troubleshoot and respond to existing task.

Integrated biomedical machines with hospital HIS

(SHIV SHARMA)