

# RAJU SHARMA

Sr. Executive HR and IT

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## Summary

Currently on board with "**Sterling Distillers Private Limited**" in Bardhaman as **Sr. EXECUTIVE HR and IT**. Excellent teamwork skills with a strong sense of responsibility, accountability, reliability, and commitment. Excellent interpersonal skills and an ability to establish credibility quickly.

Good technical knowledge, skills and hands-on experience of Software - MS Office (Word, Advance Excel, PowerPoint and Access), MS Windows, Tally ERP 3, Lighthouse ERP etc.

Strong technical knowledge of Windows Desktops and the ability to resolve problems. Manage the installation, design and network infrastructure for the computers.

Deliver desktop support and technical training on software, hardware and network troubleshooting. Deliver PC and Mac support via phone, email, RDP and site visits on daily basis.

Utilize effective preventive and predictive maintenance techniques for computer repair and maintenance, improving efficiency. Performed a variety of computer repair and maintenance activities, including onsite repairs, replacements of parts and negotiation of pricing for services with customers.

## Skills

- Personnel Management
- Staff recruitment
- Payroll Administration
- HR databases
- HR Management,
- ESSL Time Track Lite
- Time Watch Employee Master
- Excellent teamwork skills
- Strong technical knowledge of Windows Desktops and the ability to resolve problems
- Installation, design, and network infrastructure management for computers
- Desktop support and technical training on software, hardware, and network troubleshooting
- Effective preventive and predictive maintenance techniques for computer repair and maintenance
- Onsite repairs, replacements of parts, and negotiation of pricing for services with customers
- Client communication to ensure maximum satisfaction
- End user training on new software or IT regulations
- Expertise in MS Office (Word, Advance Excel, PowerPoint, and Access), MS Windows, TCP/IP, LAN/WAN, Antivirus, Thin Client, and technical support
- Accounting package: Tally ERP, Prime, Edit Log, ERP, Lighthouse ERP
- Browser configuration: Chrome, Microsoft Edge, Safari & Mozilla Firefox

## Experience

**Sr. Executive HR and IT** | July-2023 to Continue  
Sterling Distillers Private Limited - Bardhaman, West Bengal

- Prepared monthly reports on staffing metrics such as headcounts.
- Created and maintained personnel records in accordance with legal requirements.
- Organized recruitment activities including job postings, candidate sourcing, interviewing and selection.
- Managed employee relations issues such as grievances, disciplinary actions and terminations.
- Managed payroll processing activities including time tracking, benefits administration and compensation calculations.
- Conducted exit interviews for departing employees to identify areas of improvement within the organization.
- Prepared or maintained employment records using human resources management system software.
- Managed the installation of hardware and software systems related to information technology infrastructure.
- Provided technical support to users in troubleshooting hardware and software issues.
- Managed backup, user account and helpdesk systems.

#### **IT Executive | June-2018 to July-2023**

SYSTECH INFOTECH - Central Kolkata, West Bengal

- Worked independently in troubleshooting and providing solutions to unresolved hardware and software problems through trouble-ticket system.
- Set up desktop computers and peripherals and tested network connections.
- Provided advanced, senior level technical support to internal and external customers; installed, configured, evaluated, maintained, modified (e.g., created macros, templates), and documented desktop application.
- Provided a single point of contact for end users to receive support and maintenance within the organization's desktop computing environment.

#### **IT Technician | July-2012 to May- 2018**

Kolkata Police Headquarters - Central Kolkata, West Bengal

- Maintained inventory records of IT equipment and supplies.
- Diagnosed hardware failures using diagnostic tools such as PC Doctor or Windows Event Viewer.
- Resolved hardware issues including replacing parts as necessary.
- Managed inventory of IT assets such as laptops, desktops, servers and peripherals.
- Configured routers, switches and wireless access points for LANs and WANs.
- Installed and configured hardware, software, systems, networks, printers, and scanners.
- Coordinated with vendors for repair services when needed.
- Performed troubleshooting on networking and connectivity issues to restore connections and network access.

#### **Desktop Support Engineer | April-2011 to May-2012**

Kolkata Customs House - Central Kolkata, West Bengal

- Monitored system performance and conducted preventive maintenance tasks regularly.
- Participated in IT projects related to desktop support services.
- Provided technical assistance to users in person, via phone or email.
- Diagnosed and resolved hardware and software issues efficiently.
- Resolved printer problems remotely or onsite as needed by users.
- Troubleshot network connectivity issues for both wired and wireless connections.
- Resolved network connectivity issues for local area networks and wide area networks.
- Installed, configured, and maintained computer hardware, software and peripherals.
- Attended customer service meetings to address any ongoing issues or concerns.
- Installed and configured computer systems, printers, and other peripherals.
- Managed backup operations using Symantec Backup Exec or other similar tools.
- Maintained inventory of all equipment, software licenses and warranties.
- Configured user accounts, permissions and passwords according to company policies.
- Documented repair processes and helped streamline procedures for future technical support actions.

## Education

### **B.COM (Commerce) W.B.C.S.E**

Kolkata, West Bengal - 2005

### **High School (Commerce) W.B.C.S.E**

Bardhaman, West Bengal - 2002

### **Intermediate W.B.B.S.E**

Bardhaman, West Bengal - 2000

## Certifications

- **HRM Strategy Executive** – Indian Institute of Management Ahmedabad (IIMA)  
Online – July 2024 (On Going study)
- **HR Analytics Using Excel**– Indian Institute of Management Ahmedabad (IIMA)  
Online – July 2024 (On Going study)
- **FA Tally and Advance Accounts** – ICA (Completed in – 2005)
- **PC Technical Course** - A+ from NIIT (Completed in – 2004)
- **Computer Diploma** - RICE Computer Institute (Completed in – 2002)

## Languages

- **Hindi** - First Language
- **English** - Elementary
- **Bengali** - Advanced
- **Punjabi** - Elementary

## Personal Information

- **Father's Name:** - Late Mahesh Sharma
- **Date of Birth:** -20/09/1985
- **Address:** -H.I. T Quarters Block T(1R),  
Room No – 23, Ichapur Dumurjala  
Howrah, West Bengal – 711101
- **Marital Status:** - Married