

**Sachchidanand Sharma**  
**8826528074/9554060965**  
**sachi85.sharma@gmail.com**

## Objective

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Looking for a challenging role in a reputable organization to utilize my technical, management and IT skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the IT sector.

## Work Experience

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### **Current Company: Paytm Payment bank Pvt. Ltd.**

**Duration** : 29-July-2019 – up to date

#### **Responsibilities:**

- Act as single point of contact for IT infra and services.
- Providing Techno functional support of Oracle ERP.
- Provide IT support to end users through the course of their work.
- Trouble shooting in MS office, outlook, and Teams related issue.
- Managing AD, account lock/unlock, password reset and DL creation.
- Support and administration of G-suite and office-365.
- Customer code creation, Masters Creation. Email archive, backup related issue.
- Handling the techno functional issue in forms and Reports.
- Providing remote support to customer for all desktop, Server & Network related issues
- Help with installation, deployment and troubleshooting.
- Resolving the issues over the telephone and by chat or email
- Email client configuration & support (Microsoft Outlook) windows OS
- Defined the different user responsibilities for the implementation of the new set of books and assigned the profile system options for each of the responsibilities created.
- PO, Indent and sale order creation.
- Review the Gate Entry, SRV, and stock adjustment in ERP.

### **Current Company : Greenfuelenergy Solutions Pvt Ltd.**

**Duration** : Jun-2019 – 28 July-2020

#### **Responsibilities:**

- Act as single point of contact for IT infra and services.
- Providing Techno functional support of Oracle ERP.
- Functional Consultant with hands on experience in the Order to Cash (OTC) modules: OM, Inventory, Warehouse, Purchasing, Receiving and module integrations with OM, AR, INV, WIP, BOM, WMS within the EBS System.
- Vendor/Supplier Creation in ERP
- Support and administration of Oracle ERP.
- Customer code creation, Masters Creation.
- Handling the techno functional issue in forms and Reports.
- Part code and BOM creation.
- Help with installation, deployment and troubleshooting.
- PO, Indent and sale order creation.
- Review the Gate Entry, SRV, and stock adjustment in ERP.

**Ex. Cmpany** : IBM Infoservices

**Client:** : Maruti-Suzuki

**Duration** : Jan-2019 – June 2019

#### **Responsibilities:**

- Providing Techno functional application support of Maruti-Suzuki plant.
- Creating ticket on tools I-serve and coordinate with concern team.

- Implementing and administration of active directory services.
- Dashboard analyst managing daily Incident and service request call report.
- Handling the technical issue of Printer, Scanner and Thin client.
- Providing remote support to customer for all desktop, Server & Network related issues
- Help with installation, deployment and troubleshooting
- Resolving the issues over the telephone and by chat or email
- Email client configuration & support (Microsoft Outlook) windows OS
- Defined the different user responsibilities for the implementation of the new set of books and assigned the profile system options for each of the responsibilities created.
- Provide users with their needed responsibilities in each module.

**Project Title-2:** CBEC-GST(Wipro Infotech)

Greater Noida

**Modules:** GSTN, Service Tax, Central excise Tax

**Client:** CBEC (Gove Division Of Wipro Limited)

**Duration** : Jun-2017 to Oct-2018

**Responsibilities:**

- Providing Techno functional support for finance Modules of CBEC-GST.
- Providing technical support to Internal End Users and External Commercial Account End Users across PAN India.
- Technical support for the financial application.
- Taking care of inbound calls / emails /regarding technical issues for end users.
- Proficient in network connectivity troubleshooting
- Provide users with their needed responsibilities in each module.
- To handle all Front-end and Back-end issues from end Users and solving the invoices issue.
- Involved in knowledge transfer of the Applications.
- Resolve the technical query regarding various GST returns Cycle of assesses on GST module.

**Project Title-1:** Oracle Financial Application.(Genpact India)

Gurgaon

**Modules:** :Oracle Finance ERP

**Client:** : Genpact , India

**Duration** : Jan-2015-Oct-2015

**Responsibilities:**

- Providing Techno functional support for finance Modules.
- Raising Ticket ,Monitoring SLA and HPSM desktop support and System administration
- Configuring setups for TNE, AP, Modules in Development and test.
- Writing queries for analyzing and fetching data form SQL database.
- Supplier Distribution sets, supplier, Banks details updating, NEFT, employee expenses templates etc
- Resolving the Technical issues regarding Genpact user's day to day travel and expenses report from backend through Queries and frontend on oracle form.
- Worked on implementation and support projects.
- Supporting and solving day to day end users problems and performing month end reconciliation activities.
- Monitoring the HPSM and making report on different banks transaction

**Professional Qualification:**

- **B. Tech (CSE)** - A Regular Degree of Bachelor Of Technology in **Computer science andEngineering** from **Saroj Institute of Technology and management Lucknow** in 2010-2014 with 68%.

**Academic Qualification:**

- Intermediate (UP Board)from **B.I.C Kushinagar** in year (2009)
- Matriculation (UP Board) from **B.I.C Kushinagar** in year (2007)

## IT Skills

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- Oracle 11i ,SQL
- MS Office, MS word , MS Excel
- Technical troubleshooting, ITIL

## Personal Skills

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- Dedicated & consistent towards my work.
- Willingness to learn and hard worker.

## Language

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| • English | Fluent |
| • Hindi   | Native |

## Declaration

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I hereby declare that the information Furnished above is true to the best of my knowledge.

Date:14/01/2023  
Sachchidanand Sharma

Place:  
Gorakhpur