

CURRICULUM-VITAE

Manish Kumar Sarraf

E-mail: sarraf@vsnl.net

Phone: 0091- 9868068728

Url : <http://sarraf.itgo.com>

Add: B-1, 2nd Floor

Gujranwala Town-I

Opp. Model Town-II

Delhi-110009, INDIA

Technical Qualifications:

- Completed **Masters in Information Technology** from Manipal Academy of Higher Education, Karnataka, India.
Aggregate Marks obtained till date: 75% (Grade-A)
- Completed **3yr Advance Diploma (GNIIT) in Information Technology** from NIIT, New Delhi, India.
Aggregate Marks obtained till date: 70 Approx % (Grade- A)

Examination	Year of Passing	University/Board/ Institute	Percentage of Marks	Grade
MIT(3 rd YEAR)	2003	Manipal Academy of Higher Education, Karnataka, India	75 %	A
MIT(2 nd YEAR) / PG Diploma in Telecom Tech.	2002	Manipal Academy of Higher Education, Karnataka, India	72 %	A
MIT (1 st YEAR)/ PG Dip. in I.T	2001	Manipal Academy of Higher Education, Karnataka, India	77 %	A

Technical Expertise/Skills:

- Operating System DOS 6.22, WINDOWS 9x, Xp, Me, 2000; UNIX.
- Networking Windows NT 4.0, Server, Windows 2000 Server.
- Languages VC++, OOP concepts using C++, JAVA
- RDBMS PL/SQL, ORACLE 8.0, Sybase, Ms-Access
- Packages Visual Basic 6.0; Ms Office- 97, 2000, Xp.
- Web Tools HTML, FrontPage

Professional Experience:

Currently working as ‘**Technical Support Executive**’ (from 17 Feb 2003 onwards) at **Videsh Sanchar Nigam Limited**, Bangla Sahib Road, New Delhi, INDIA.

Job Profile:

- Troubleshooting Networking problem of customers over telephone. Assist the customer to configure Dial-up settings for TCP/IP Dial-up, ISDN (64K, 128K & Dedicated) using ISDN modem & Routers.
- Troubleshooting of problems related to Premium/Dedicated ISDN Customers.
- Analyzing day to day data for complaints of customers and generating reports for showing the performance of the Helpdesk.

Areas of Interest:

- ❑ Operating System.
- ❑ Computer Networks.
- ❑ Database Management
- ❑ Data Analyzing and Report generation.
- ❑ Network Protocols

Projects Done (During Studies):

- ❑ **‘Employee Performance Register’** using VB 6.0 as Front-End and SQL as Back-End tools.
- ❑ **‘Video Library Monitoring’** using VC++ as Front-End and Ms-Access as Back-End tools.
- ❑ **‘Inventory Control System’** using C++ as Front-End and Sybase as Back-End tools.

Extra-Curricular Activities:

- ❑ Participated and won prizes in the school level sport competitions and cultural programs.
- ❑ Working for improvement of Society and making a healthy environment.

Educational Qualifications:

- ❑ **Masters in Information Technology** from Manipal Academy of Higher Education, Karnataka, India.
- ❑ **Graduation** with (B.A in English Honors) from Shivaji College, University of Delhi in the year 2000.
- ❑ **Intermediate** (Senior Secondary) from D.A.V Public School, Sahibabad, Ghaziabad, Uttar Pradesh, India in the year 1996 with 64% marks.
- ❑ **Matriculation** (High School) from Manava Bharati India International School, Mussoorie, Dehradun, Uttranchal, India in the year 1993 with 76% marks.

Personal Details:

- | | |
|-------------------------|--|
| ❑ Father’s Name | Shri RadheShyam Sarraf |
| ❑ Date of Birth | 18 th October, 1977 |
| ❑ Nationality | Indian |
| ❑ Sex | Male |
| ❑ Marital status | Unmarried |
| ❑ Hobbies | Collecting Stamps and Coins, Swimming, Listening Soft Music. |

I here by solemnly affirm that all the information furnished above is true to the best of my knowledge and belief.



Place: New Delhi

(Manish Kumar Sarraf)
