# SHARATH KUMAR MARAM

SYSTEM ADMINISTRATOR &
DATA ENTRY OPERATOR

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## PROFILE

Highly organized and detail-oriented Administrative Assistant and Customer Service professional with over 4 years of experience in office administration, data entry, and customer handling. Proven ability to manage documents, handle customer inquiries, and ensure efficient front desk operations. Proficient in MS Office and skilled at delivering excellent customer service. Seeking an opportunity in Dubai to leverage my skills in a dynamic work environment.

## EDUCATION

**2013 - 2016**
**GLOBAL COLLEGE OF ENGINEERING & TECHNOLOGY, KADAPA**
- Diploma in Electronics and Communication Engineering

**2012 - 2013**
**S.T JOSEPH'S E.M.H.S**
- Secondary School Certificate
- GPA: 7.7

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**May 2021 - Feb 2024**
KGN - PLANNERS & BUILDERS, India
**Draftsman - AutoCAD Software**

- - Created detailed 2D drawings and basic 3D models using AutoCAD and Revit software.
- - Collaborated with team members to ensure design accuracy and project specifications.
- - Organized documentation and records, ensuring compliance with company standards and regulations.
- - Assisted with general administrative duties and data entry when necessary.

**Aug 2016 - Oct 2020**
A-1 Facility & Property Managers Private Limited Government General Hospital, India.
**System Administrator & Data Entry Operator**

- - Managed data entry tasks, ensuring accuracy and compliance with specified formats.
- - Prepared official documents such as salary sheets, reports, and correspondence for smooth office operations.
- - Organized and maintained filing systems, ensuring all employee and departmental records were updated and easily accessible.
- - Supported the sanitation department by managing stock records and preparing indents.
- - Assisted with troubleshooting software-related issues to maintain smooth system operations.
- - Coordinated with team members to ensure accurate and timely data management.
- Assisted in general administrative duties, contributing to the efficient operation of the hospital.
- Managed operating system installations, software configurations, and troubleshooting across Windows XP to Windows 11 Pro platforms.
- Scanned and archived documents electronically, reducing paper usage and streamlining data access for the team.

## SKILLS

- Front Desk Operations
- Public Relations
- Teamwork
- Time Management Multitasking
- Verbal and Written Communication Skills
- Office Administration & Record Keeping
- Attention to Detial & Critical Thinking
- Proficiency in Microsoft Office (Word, Excel, PowerPoint)

## CERTIFICATES

- DIPLOMA IN AUTOCAD SOFTWARE - 2021
- ADVANCED DIPLOMA IN COMPUTER HARDWARE AND NETWORKING - 2016
- DIPLOMA IN COMPUTER APPLIATIONS - 2016

## ADDITIONAL INFORMATION

- Nationality : INDIAN
- Passport No. :  R9352592
- Visa status : Visit Visa
- Driving Licence : AP00400402082018 ( INDIA )

# TECHNICAL & COMPUTER SKILLS

➤ Proficient in Performing software updates, Trouble shooting, and ensuring smooth system functionality.

➤ Ability to prioritize and handle multiple tasks efficiently without working under pressure.

➤ Experienced in diagnosing and resolving software - related issues for smooth operations

➤ Customer Service & Support

➤ Windows Operating System from windows xp - WIndows 11 Pro

➤ MS. Office ( word, Excel, Power Point )

➤ AutoCAD Software

➤ Photoshop

➤ Accurate Data Entry & Verification

➤ Document Management & Filing

# LANGUAGES

- English
- Telugu
- Hindi (Intermediate)

# ACKNOWLEDGEMENT

"I would like to extend my sincere gratitude to all mentors, colleagues, and friends who have supported and guided me throughout my career. Their encouragement, knowledge, and shared experiences have significantly contributed to my growth and achievements. I am truly thankful for their unwavering support and inspiration."

( M. SHARATH KUMAR )