

# OTAR CHARGEISHVILI

## IT System & Infrastructure Administrator

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### PROFESSIONAL SUMMARY

IT System & Infrastructure Administrator with 5+ years of experience supporting and managing Windows & Linux environments, Microsoft 365, VMware ESXi, and enterprise networks. Skilled in Active Directory, Group Policy, firewall administration, and backup solutions. Adept at troubleshooting, end-user support, and IT automation. Strong problem-solving, communication, and mentoring skills with proven ability to optimize IT systems, reduce downtime, and deliver reliable support across diverse environments.

### TECHNICAL SKILLS

Windows & Linux Administration  
Active Directory & Group Policy  
VMware ESXi Virtualization  
Microsoft 365 / Exchange / RDS  
Cisco Switches & VPN (AnyConnect)  
Zabbix / PRTG Monitoring  
Veeam Backup & Disaster Recovery  
Help Desk & End-User Support  
Google Workspace Administration  
Firewall Configuration & Management  
Jira Ticketing & Project Tracking  
IT Budget Planning & Cost Optimization  
IT Automation (Python, PowerShell, bash basics)

### SOFT SKILLS

Problem Solving & Analytical Thinking  
Effective Communication  
Organization & Time Management  
Team Collaboration  
Adaptability & Continuous Learning  
Attention to Detail  
Technical Mentoring  
Prioritization Under Pressure  
Customer Service Orientation

### PROFESSIONAL EXPERIENCE

Skytel | 2023 - 2025

#### System Engineer

- Administered Windows Server and Active Directory, applying Group Policies, managing user access rights and patch management to ensure 24/7 uptime and compliance with security standards.
- Managed Active Directory, Exchange, RDS, VPN, and access control systems.
- Maintained VMware ESXi environments, optimizing server utilization and availability.
- Configured Cisco switches and VPNs, strengthening network reliability and security.
- Upgraded data center hardware, improving system performance and reducing downtime.
- Managed Exchange and Microsoft 365 hybrid environments / supporting 600+ users, improving collaboration
- Implemented automation and IT solutions, streamlining IT workflows.
- Used Jira to manage IT tickets and track project progress
- Collaborated on IT budget planning, reducing infrastructure costs through strategic upgrades

Itworks | 2019 - 2023

#### IT Support Specialist

- Provided Level 1-2 IT support, resolving tickets and troubleshooting hardware, software, and network issues.
- Built, upgraded, and repaired computer hardware, improving workflow efficiency
- Installed and configured IP cameras, printers, VOIP phones, and network devices
- Configured and monitored Windows servers, ensuring stable IT operations
- Resolved help desk issues, improving user satisfaction and reducing resolution times

It Step Academy | 2018 - 2019

#### IT Support Specialist

- Created and maintained Windows ISO deployment images, streamlining workstation rollouts.
- Troubleshoot network and hardware issues for call center staff, reducing downtime
- Provided technical support and training to non-technical employees, improving IT adoption..

### KEY ACHIEVEMENTS

- Led Exchange migration to hybrid Microsoft 365, improving collaboration and reducing overhead.
- Implemented proactive monitoring with Zabbix & PRTG, reducing downtime incidents by 20%.
- Optimized VMware ESXi environments, increasing utilization and resource efficiency.
- Installed Hikvision IP cameras and NVRs, enhancing facility security.
- Developed IT automation processes, reducing manual workload.
- Provided technical guidance to non-technical staff, improving adoption of IT systems.
- Reduced IT operational costs by 15% through budget analysis and vendor optimization.
- Strengthened network security by deploying and managing firewalls across multiple locations.
- Improved help desk efficiency by integrating Jira workflows, Resolved 95% of tickets within SLA, improving help desk response time.

### EDUCATION

- Bachelor of Information Technology, Georgian American University | 2018 - 2021
- MS20740 Installation, Storage, and Compute with Windows Server 2016, Greentest Academy | 2023 - 2024
- Python Advanced Course, Smart Academy | 2020 - 2021
- IT Engineering & Networking (Basic to Advanced), IT Step Academy | 2016 - 2018