

# Abhijith Vilangapparayil Prabha

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## Professional Summary

Hands-on professional with a strong understanding of Cloud and Linux looking for cloud engineering roles. Extensive experience in Windows Server administration and Network Troubleshooting.

## Education & Certifications

- AZ-104: Microsoft Azure Administrator, RedHat Certified System Administrator, CompTIA Net+, A+
- Post Graduate Diploma in Wireless Networking- Humber College- Toronto, Canada (2019-2020)
- B. Tech, Electronics and Communications engineering, Amal Jyothi College- Kerala, India (2013-2017)

## Work Experience

**Network Support Analyst, Metrolinx** Jan 2021 – Present

- Proficient in managing and maintaining Windows Server environments (2012/2016/2019), including the installation, configuration, and troubleshooting of server systems, Active Directory, DNS, DHCP, and Group Policy.
- Developed and maintained over 50+ knowledge base articles for user manuals and procedures, resulting in a 10% reduction in user related issues.
- Manage, resolve, and escalate all incoming phone calls, emails, and tickets received while maintaining the highest degree of professionalism and service.

**IT Support Specialist, Telecon** Jul 2020 – Jan 2021

- Managed backup and file storage systems, ensuring data integrity, accessibility, and security in a dynamic IT environment. (NFS, SMB, iSCSI)
- Azure\AD\Office 365, Exchange Server Enterprise account administration (modifies and manages user accounts and group permissions).
- Administer virtualization technologies such as Hyper-V and VMware to create and manage virtual machines, including resource allocation and backup/restore procedures.

**Linux Administrator (Intern), IPSR Solutions Ltd** Remote- India

- Completed a 4-month training program on Redhat Enterprise Linux System preparing for the RHCSA certification.

## Hands-on Projects

- Highly available website on AWS
  - Built a dynamic website using S3, CloudFront, and Route53 (<https://abhijithvprabha.com/>)
- Designed an [Enterprise Network](#) in VMware workstation featuring a Pfsense router, Windows and Linux Servers for learning Server administration. <https://github.com/Abhijithvprabha>
- Published 10+ technology articles and guides online, <https://medium.com/@abhijithvprabha>

## Technology Skillset

Azure, AWS, Git/GitHub, Linux: Redhat, Ubuntu, CentOS, Tomcat, Nginx, Apache, Windows 10/11, Network Administration (Routers and Switches, firewalls, TCP/IP protocols, LAN/WAN, VPN, SSH, HTTPS, RDP), PowerShell, Bash Scripting, Python, HTML. Monitoring and Security, Solar Winds.

## Professional References

Available upon request