

# Abhijith Vilangapparayil Prabha

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## Professional Summary

Hands-on professional with a strong understanding of Azure and Linux looking for Cloud & DevOps roles. Extensive experience in Windows Server Administration and IT operations.

## Education & Certifications

- RedHat Certified System Administrator
- CompTIA A+, Network+
- AZ-104
- AWS (cont)
- Post Graduate Diploma in Wireless Networking - Humber College - Toronto, Canada (01/20 - 08/20)
- B. Tech, Electronics and Communications-Amal Jyothi Eng. College of Engineering, India (2013-2017)

## Work Experience

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

- Manage and maintain Windows Server environment, including installation, configuration, and troubleshooting of server systems, Active Directory, DNS, DHCP, and Group Policy.
- Manage, resolve, and escalate all incoming phone calls, emails, and tickets received while maintaining highest degree of professionalism and service (service now ticketing system)
- Document system configurations, processes, and procedures for knowledge sharing and future reference.

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

- 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.
- Writing IT communication advisory emails, publishing knowledge base articles for end-users and documenting IT procedures and tutorials for other Team members.

## Hands-on Projects

- Highly available website on AWS
  - Built a Dynamic website using S3, CloudFront, and Route53 (<https://abhijithvprabha.com/>)
- Collaborated with the security Team for enrolling over 2000 employee accounts to MFA to improve enterprise network security.
- IT Home Lab –Linux Server Administration Setup, 3 Tier Application Stack
- Published 10+ technology articles and guides on <https://medium.com/@abhijithvprabha>

## Technology Skillset

Cloud Computing: AWS, Azure, Linux: RedHat, Ubuntu, CentOS, Nginx, Apache, Backup Management, Virtualization, Network Administration (TCP/IP, DNS, HTTP, LAN/WAN), Ansible, Serverless, Git, PowerShell, Bash Scripting, Security and Monitoring, ServiceNow, Python, Html