

Abhinav Dwivedi

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Professional Summary

Detailed-oriented System Engineer with 3+ years of experience in cloud infrastructure support, frontend troubleshooting, and automation scripting. Skilled in managing Azure Cloud PCs, performing system patching, and creating Python and PowerShell automation scripts to improve operational efficiency.

Hands-on experience with React.js, Node.js, ServiceNow, JIRA, and Confluence across multi-region client projects (E.ON, Alcon). Proficient in REST APIs, Intune, and CI/CD workflows, with strong problem-solving and communication skills.

Technical Skills

Programming Languages: Python, JavaScript, C, C++, MySQL, SQL, DSA, OOPs

Web Technologies: HTML, CSS, Bootstrap, jQuery, Node.js, React.js, Redux, REST APIs

Cloud & Automation: Microsoft Azure, Intune, PowerShell, Azure CLI, Scripting, Cloud PC Management, CI/CD Pipelines

Operating Systems: Windows, Linux

Tools & Platforms: Git, GitHub, VS Code, Eclipse, ServiceNow, Postman, Okta, JIRA, Confluence, Drupal

Methodologies: Agile, Scrum, DevOps, Version Control, Automation

Work Experience

Infosys LTD.

India

System Engineer (Cloud PC Support – E. ON Project)

Jan 2025 – Present

- Supporting **Azure-based virtual desktop environments** for the E.ON client.
- Managing **Microsoft Intune**, performing **system monitoring**, and resolving Cloud PC issues.
- Conducting **monthly image patching** and updates for compliance and stability.
- Managing **Group Policy Objects (GPOs)** and automating bulk operations using **Azure CLI** and **PowerShell**.
- Developed **Python scripts** to automate repetitive support tasks, improving process efficiency and reducing manual effort.
- Collaborating with global teams under **Agile methodology** to ensure timely issue resolution and smooth delivery.

Senior System Associate (Client: Alcon)

Aug 2023 – Dec 2024

- Served as the **first point of contact** for resolving website and frontend issues across **Spain, Austria, Brazil, and Portugal** during Alcon's market expansion.
- Managed **ServiceNow** tickets and collaborated with **L2 developers** for root-cause analysis and bug fixes.
- Utilized **React.js, Okta, Postman, Rufus, JIRA, and Confluence** for testing, debugging, and documentation.
- Supported **frontend deployment validation**, API integration testing, and production monitoring.
- Reported recurring bugs and helped develop **preventive automation workflows** for future releases.

System Associate

Aug 2022 – Aug 2023

- Supported frontend applications by resolving ServiceNow issues and documenting fixes.
- Conducted defect verification, **UAT**, and regression testing for production readiness.

- Maintained documentation on **JIRA** and **Confluence** for traceability and process compliance.

Operation Executive

Oct 2021 – Aug 2022

- Completed **Full Stack Development** training (Angular, Java, TypeScript, SQL).
- Worked as a **Support Developer** for an insurance project, handling debugging, ticket analysis, and enhancement tasks.

Education

Bachelor of Computer Applications (BCA)

Dr. Virendra Swarup Institute of Computer Studies, Kanpur, Uttar Pradesh

2018 – 2021

70 percentile

12th (ISC Board)

Mother Teresa Mission Higher Secondary School, Kanpur, Uttar Pradesh

2017 – 2018

76 percentile

Project Work

Social Media Website (Quora Clone)

Developed a full-featured social platform for posting, commenting, and public Q&A interactions.

Tech Stack: HTML, CSS, JavaScript, MongoDB, VS Code, GitHub

Portfolio Website

Built a responsive portfolio to showcase professional achievements and work history.

Tech Stack: HTML, CSS, React.js, GitHub

Awards and Certificates

Insta Award, Infosys — Recognized for exceptional project performance and client satisfaction.

Mentor, Scaler Academy — Assisting learners in DSA and coding fundamentals.

UI/UX Designer Certificate — Practiced Figma for interface design.

Python with Django Certification — Backend development and web framework expertise.

Basic Ethical Hacking Certification