

CONTACT

Kunal Kishor

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PROFESSIONAL SUMMARY

- Experienced System and Cloud Administrator with 5+ years of expertise in managing on-prem and cloud environments (AWS/Azure). Proficient in provisioning and automating cloud resources using Terraform and Ansible, as well as managing Active Directory, GPO, and virtualization (VMware/Hyper-V). Skilled in scripting with PowerShell and Bash to automate tasks, patch management, and system health checks. Strong background in network security, disaster recovery, and backup strategies. Adept at monitoring cloud services with AWS CloudWatch and ensuring high availability, security, and performance across infrastructure. Proven ability to deliver efficient, reliable, and secure IT solutions.

EXPERIENCE

July-2024 - Present

- **System Administrator**
IT by design
 - Configuration and Provisioning Engineer for a team that involved different development teams and multiple.
 - Built CI/CD pipelines using Jenkins for continuous integration and continuous deployment.
 - Deployed and managed over 100+ virtual machines across on-premises and cloud (AWS/Azure) platforms.
 - Maintained and monitored Windows and Linux servers, ensuring 99.9% uptime through proactive health checks and automated alerting.
 - Managed Active Directory and Azure AD accounts, including user provisioning, group policies, and access control.
 - Automated routine admin tasks with PowerShell and Bash, increasing operational efficiency and reducing errors.
 - Collaborated with DevOps teams to integrate CI/CD pipelines and streamline infrastructure deployments using IaC tools.
 - Provided L2/L3 support for escalated system, network, and cloud-related issues, achieving a 95% resolution rate within SLAs.

Aug-2023 - June-2024

- **IT support engineer**
Tech Mahindra
 - Provisioned and managed AWS infrastructure (EC2, S3, IAM, VPC) to ensure scalable, secure, and reliable cloud environments for production applications using Terraform.
 - Automated configuration management and software deployments across multiple environments using Ansible, significantly reducing manual intervention and improving consistency across infrastructure.
 - Designed and implemented secure VPC architectures with public and private subnets, security groups, and NACLs, ensuring robust security and network isolation for critical cloud-based applications.
 - Integrated AWS Identity and Access Management (IAM) roles and policies to enforce granular access control and improve cloud security across various services.
 - Utilized AWS CloudWatch and CloudTrail for real-time monitoring and log management, setting up automated alerts and responses to minimize downtime and prevent system failures.
 - Developed custom scripts in Bash to automate recurring tasks such as instance health checks, patching, and cost optimization, contributing to a reduction in operational costs.

- Created and maintained a shared knowledge base for cloud architecture and automation, ensuring that teams could access up-to-date documentation, reducing onboarding time for new hires.

- Provided detailed documentation for infrastructure, automation scripts, and monitoring setups to ensure smooth handover and scalability for future team members.

Mar-2020 - July-2023

- **NOC Engineer**

Edge telecom pvt ltd

- Handled Server Management including Active Directory.

- Monitor and secure networks, implementing security protocols and access controls.

- Manage user accounts, permissions, and roles securing policies using GPO.

- Ensure timely backups and implement disaster recovery procedures.

- Implemented a virtualization strategy that allowed multiple applications and operating systems to run on a single server, resulting in improved hardware utilization and cost savings.

- Performed routine maintenance tasks, such as patch management for desktops and servers and software updates, to ensure system reliability and security.

- Document all incidents, resolutions, and procedures

- Followed in our ticket system, ensuring accurate and up-to-date records.

Sep-2019 - Feb-2020

- **Technical support engineer**

Edge telecom pvt Ltd

- Overseen Microsoft 365 environment, handling user accounts, licensing, email, and security configurations.

- Collaborate with team members and assist end-users with a focus on customer service.

- Provide technical support to end-users via phone, email, and live chat, addressing hardware, software, and network access issues.

EDUCATION

2015-2019

- **Gandhi Engineering College**

B.Tech

7.12

2013-2015

- **Inter school, chakway**

Intermediate

71.33

2013

- **D.A.V Public school**

Matriculation

8.4

ACHIEVEMENTS & AWARDS

- Check my AWS batches: <https://www.credly.com/users/kunal-kishor.6b21c28d>

PROJECTS

- **Banking chatbot using Amazon lex**

- Created a way for my chatbot to welcome users, loaded with greetings like 'Hi' and 'Can you help me?'
- Configured a fallback mechanism that offers helpful prompts if my bot fails to understand the user.

https://www.linkedin.com/posts/kunal-kishor-14521317a_amazon-lex-activity-7283711915917262848-Ziky?utm_source=share&utm_medium=member_desktop

- **Visualization of Netflix catalogue trends using Quicksight**

- Uploaded and stored datasets in Amazon S3.
- Connected datasets to Amazon QuickSight for analysis.
- Created visualisations like donut charts, bar graphs, and tables.
- Answered complex data questions using QuickSight's functionalities.

https://www.linkedin.com/posts/kunal-kishor-14521317a_aws-quicksight-activity-7283564455848787968-cS7k?utm_source=share&utm_medium=member_desktop

- **Hosting a website on Amazon S3**

- Created and configured an Amazon S3 bucket, complete with ACLs, versioning, and public access.
- Uploaded website content, diving deep into how static websites function and how to host them on S3.
- Tackled public access settings and fixed an interesting challenge with the website's visibility.
- Configured bucket policy and verified the implementation.

https://www.linkedin.com/posts/kunal-kishor-14521317a_hosting-a-website-on-s3-activity-7282881332861444096-Ek2A?utm_source=share&utm_medium=member_desktop

SKILLS

- Cloud Platforms: AWS (EC2, S3, IAM, VPC, RDS, Lambda, CloudWatch, CloudTrail), Microsoft Azure (VMs, Blob Storage, Azure AD)
- Infrastructure as Code: Terraform, AWS CloudFormation
- Automation & Configuration Management: Ansible, PowerShell, Bash
- Virtualization: VMware ESXi, Hyper-V
- Operating Systems: Windows Server (2012/2016/2019), Linux (Ubuntu, CentOS)
- Active Directory & Group Policy: User management, Group Policy Objects (GPO), DNS, DHCP
- Backup & Disaster Recovery: Veeam, Acronis, AWS Backup
- Networking: TCP/IP, VPN, Firewalls, Security Groups, NACLs, VPC
- Monitoring & Logging: AWS CloudWatch, Prometheus
- Version Control: Git, GitHub, Gitea
- CI/CD & DevOps Tools: Jenkins, Docker, Kubernetes (if applicable)
- Security & Compliance: IAM roles/policies, Patch Management
- Collaboration & Documentation: Jira, Service Now, Connect wise, MS Office, Knowledge Base creation

PROFESSIONAL DEVELOPMENT

- Professional Development
 Training: Completed AWS Certified Cloud Practitioner course, enhancing cloud infrastructure management skills.
 Pursuing AWS sysops associate course and looking for further certification.
 Conferences/Workshops: Attended AWS re:Invent_virtual (2024) to stay updated on cloud and virtualization trends.