

SANSKAR GUPTA

System Admin/Site Reliability/Cloud Engineer

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Cloud & Infrastructure Engineer experienced in managing IaaS and SaaS services, cloud infrastructure, Linux systems, and automation. Skilled in managing Linux distributions with a strong focus on maintaining system uptime, performance, and observability. Experienced in implementing automation, conducting OS migrations, managing containerized workloads, and supporting infrastructure to ensure operational excellence in high-availability environments. Adept at collaborating within teams, quickly learning new technologies, and solving complex problems.

KEY SKILLS

- **Cloud & Infrastructure:** VMware ESXI(vSphere), Dell OME, HP ProLiant , EC2, Kubernetes, Docker, Git, Jenkins CI/CD.
- **Scripting & Operating Systems:** Linux (CentOS, Ubuntu, Rocky OS, Debian), Bash, Windows, Python.
- **Monitoring & Troubleshooting:** New Relic, Splunk, CheckMK, Kibana, Thread/Heap Dumps, Log Analysis, Debugging.
- **Web App Server:** Tomcat, Apache, Nginx.
- **Virtualization & Email Systems:** vCenter, Zimbra Administration.
- **Security & Compliance:** Server Hardening, SSH/SCP, Firewall Configuration.

WORK EXPERIENCE

Junior Cloud Operations Engineer - Cornerstone OnDemand (PUNE)

Nov 2023 – May 2025

- Monitored end-to-end **infrastructure** and application performance by integrating **APM solutions** (NewRelic, Splunk, Kibana & CheckMK), ensuring high **availability** and minimal **downtime**.
- Configured and managed **production servers** on HPE iLO, DELL iDRAC, AWS, and vCenter including **OS patching**, **server builds**, and error remediation.
- Supported **containerized** services on **Kubernetes**, executing service shutdowns during **maintenance** and ensuring availability through **F5 Load Balancer** integration.
- Participated in major **deployments**, maintenance releases, and **migration** activities, minimizing downtime and ensuring **service continuity**.
- Performed advanced **Linux** server administration including filesystem validation, **log debugging**, thread dump capture, and **CPU/Memory** configuration checks.
- Collaborated with Engineering, Network, Database, and Infrastructure teams to **resolve** issues such as server crashes, **network flaps**, and **database** failures.
- Handled **ticket** triaging and service requests using tools like **Jira**, ServiceNow, and Salesforce, ensuring prompt and accurate issue **resolution**.
- Exercised **cloud** admin privileges to configure entitled services, validate **backend jobs**, and collaborate with cloud enablement teams for feature delivery.
- Contributed to improved **CSAT** and maintained **99.99% SLA** by delivering quick resolutions, maintaining system **stability**, and fast **incident response**.
- Ensured reliable application **performance** through continuous server health checks, resource **uptime** maintenance, and active involvement in infrastructure tasks.

Digital Marketing Intern - Grow9Digital (MUMBAI)

April 2020 - May 2020

- Worked on WordPress to develop an effective website, leveraging its features to enhance website aesthetics and functionality.
- Gained hands-on experience with Google Analytics to track and analyze website performance and user behavior.
- Completed a project for a newly established gym, designing an attractive and functional website using WordPress to meet client requirements.

EDUCATION

Post Graduate Diploma in IT Infrastructure, Systems and Security

CDAC | 2023 | CGPA: 7.49

Bachelor of Engineering in Electronics and Telecommunication

MUMBAI UNIVERSITY | 2018 - 2022 | CGPA: 7.97

PROJECT

IDPS using Suricata

- Implemented IDPS tools like Suricata for detecting unauthorized access and used Iptables to block malicious packets, configuring them on Linux.
- Configured email alerts for malicious activity notifications, and utilized resources like VMware to ensure system safety.