Abishek Amaresan

+1-437-669-5916 *|* [abishekamaresan@gmail.com](mailto:abishekamaresan@gmail.com) *|* [linkedin.com/in/abishek-amaresan](https://www.linkedin.com/in/abishek-amaresan-8ab362214/)

# Summary

# Results-driven System Engineer with expertise in Windows/Linux administration, IT support, and cloud infrastructure. Proven experience managing 30+ servers, resolving 100+ monthly ServiceNow tickets, and supporting 1,000+ end users. Skilled in automation, monitoring, and system optimization to deliver secure, high-availability IT solutions.

# Technical Skills

**Operating Systems:** Windows Server (2016/2019/2022), Linux (RedHat, Ubuntu, Rocky), Windows 10/11, Android, IOS.  
**System Administration:** Active Directory, DNS, DHCP, GPO, File/Print Servers, IIS, RBAC, Security Policies  
**Cloud & Virtualization:** Proxmox VE, VMware vSphere, Hyper-V, AWS (EC2, S3, IAM, VPC, CloudWatch, ELB), Auto Scaling & Load Balancing  
**Scripting & Automation:** PowerShell, Bash, SQL  
**ITSM & Monitoring Tools:** Zabbix, AppDynamics, Netcool, Splunk, ServiceNow, Performance Tuning, Infrastructure Monitoring & Alerts  
**Networking & Security:** VLANs, VPN, Firewalls, ACLs, NAC, Port Security, TCP/IP troubleshooting, Wireshark

# Certification

**AWS Certified Cloud Practitioner –** *Issued Aug 2025*

**CompTIA Network+ –** *In Progress (Expected Oct 2025)*

# Experience

**System Administrator / IT Support Engineer** March 2022 – November 2023

*Tata Consultancy Services (TCS) Chennai, TN, India*

# Delivered **enterprise application support**, **API troubleshooting**, and **log monitoring** with **Splunk** and **Kibana**, reducing incident resolution time by 20% and improving **client satisfaction**.

# Administered **30+ Windows and Linux servers**, performing **patch management**, **software imaging**, **OS deployment**, **file system maintenance**, and **performance tuning** to ensure 99.9% system uptime.

# Managed **Active Directory (AD)**, **users, groups, GPOs**, and **permissions**; provided **Level 2 IT support** for 1,000+ end users across multiple business units.

# Configured, monitored, and troubleshot **LAN/WAN**, **VLANs**, **VPNs**, **TCP/IP connectivity**, **firewalls**, and **network switches**, ensuring secure and reliable **network operations**.

# Implemented **Network Access Control (NAC)**, **port security**, and **ACLs** to enforce corporate **security policies** and prevent unauthorized access.

# Optimized **SQL Server performance** via **query tuning** and **index optimization**, reducing execution times by 15% for business-critical applications.

# Processed and resolved 100+ **ServiceNow incidents** and **change requests** monthly, maintaining 95% **SLA compliance** across **ITSM operations**.

# Configured and monitored applications with **AppDynamics**, **Netcool**, and **Splunk**; automated alerts reduced **downtime incidents** by 25%.

# Managed **end-user devices** across **Windows/Mac, iOS/Android**, including **onboarding/offboarding**, **MFA setup**, **printer configuration**, and **IT asset management**.

# Delivered **incident/problem management**, **software imaging**, **patch management**, **endpoint security enforcement**, and **network troubleshooting** to ensure operational continuity.

# Education

**Conestoga College** Kitchener, ON,

*Post Graduate Diploma in Applied Network Infrastructure and System Administration Jan 2024 – April 2025*

**KCG College Of Technology** Chennai, TN, India

*Bachelor of Engineering in Electronics and Communication June 2017 – July 2021*

# Projects

# **Proxmox Virtualization & Monitoring Lab | Sept 2025 – Present**

# Designed and deployed a **Proxmox-based virtualization environment** hosting multiple servers and clients.

# Set up a **WordPress server** to simulate production web hosting.

# Deployed **Windows Server 2019** for AD/DNS services with **Windows 10/11 clients** joined to the domain.

# Added **Linux clients** for multi-OS integration, testing patch management, and endpoint security policies.

# Implemented **backup, snapshots, and resource allocation** within Proxmox to improve high availability and recovery.

# **Capstone – IT Infrastructure Deployment (Multi-Site Expansion) | Jan 2025 – Apr 2025**

# Designed and implemented a secure, scalable IT infrastructure to support business expansion into multiple sites (Singapore & Los Angeles).

# Configured **Linux servers, virtualization, and centralized authentication (AD/LDAP)** for user and access management.

# Deployed **Zimbra** (email), **Hesk** (ticketing), and **Zabbix** (monitoring) for enterprise IT operations.

# Built **firewall policies, security hardening, and proactive monitoring** to ensure high availability.

# Implemented **load balancing** for high availability and system resilience.

# **Guacamole – Secure Remote Access via Reverse Proxy |** **(Academic Project) | Nov 2024**

# Implemented **Apache Guacamole** on Ubuntu & Rocky Linux for browser-based RDP, SSH, and VNC.

# Integrated with **Active Directory (LDAP)** for centralized authentication.

# Configured **reverse proxy** **& load balancing** to improve availability and optimize performance.

# Hardened servers **with firewall rules, Tomcat restrictions, and encrypted connections**.

# **AWS Cloud Infrastructure Deployment** | **Dec 2024 – Jan 2025**

# Designed a **multi-tier AWS environment** using **EC2, VPC, IAM, and S3** for secure application hosting.

# Configured **Auto Scaling Groups and Elastic Load Balancer (ELB)** to ensure high availability and fault tolerance.

# Implemented **IAM roles, security groups, and NACLs** for access control and compliance.

# Automated backup and recovery with **S3 lifecycle policies** and **CloudWatch monitoring** for performance insights.