

ABHISHEK SHARMA

Linux System Administrator | Cloud & Infrastructure Engineer (RHEL | AWS | Ansible | Bash)

6+ Years' Experience | Wipro | Banking & Defence Projects

📍 India

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🌐 <https://abhishek021997.github.io/> | 📄 <https://github.com/abhishek021997>

PROFESSIONAL SUMMARY

Linux System Administrator & Cloud Infrastructure Engineer with 6+ years of experience in enterprise environments at Wipro, supporting Banking and Defence projects. Strong expertise in RHEL-based systems, automation using Ansible & Bash, production troubleshooting, and SLA-driven operations. Proven experience managing 200+ servers, zero-downtime patching, and mission-critical infrastructure.

CORE SKILLS

- **Operating Systems:** Linux (RHEL, CentOS, Ubuntu)
 - **Automation & Scripting:** Bash Scripting, Ansible (Playbooks, Inventory, Roles – basic)
 - **Cloud:** AWS – (EC2, IAM, VPC, S3, CloudWatch)
 - **Containers:** Docker (basic)
 - **Version Control / CI:** Git, CI/CD fundamentals
 - **Monitoring & Support:** Incident Management, Root Cause Analysis
 - **Processes:** ITIL, SLA-based Support
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CERTIFICATIONS

- Red Hat Certified System Administrator (RHCSA)
 - Red Hat Certified Engineer (RHCE)
 - Microsoft Azure Administrator Associate (AZ-104)
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PROFESSIONAL EXPERIENCE

Wipro Limited

Senior Linux System Administrator

Jan 2019 – Present

Project: Indian Air Force – Senior Linux System Administrator (Jan 2022 – Present)

- Designed and implemented enterprise-wide automated patching solution using Ansible, managing 200+ RHEL and Ubuntu servers.
- Developed comprehensive Bash scripting framework for pre- and post-patching validation checks.
- High Availability Cluster Management:
 - Orchestrated zero-downtime patching procedures for multi-node application clusters
 - Created automated cluster health monitoring and recovery procedures
 - Reduced planned maintenance windows by 75% through optimized patching workflows
- Containerized Application Deployment
 - Containerized legacy applications using Docker, reducing deployment time by 60%
 - Developed Ansible playbooks for Docker host provisioning and container lifecycle management
- Cloud Infrastructure Automation
 - Automated provisioning of 300+ EC2 instances and Azure VMs using Ansible
 - Developed monitoring and alerting systems for infrastructure health and performance
 - Created automated backup and disaster recovery procedures
- Linux Environment Management
 - Managed mixed Linux environment (RHEL, CentOS, Ubuntu) serving production applications
 - Implemented security hardening and compliance auditing procedures
 - Developed automated build and deployment processes for application teams

Project: ICICI Bank – System Administrator (2020 – 2021)

- Performed end-to-end installation of various Linux distributions including RHEL, CentOS and Ubuntu across physical and virtual environments.
- Configured system settings, network parameters, storage partitions (LVM), and security policies during OS installation.
- Automated OS deployments using Kickstart, PXE boot, and preseed files for scalable provisioning.
- Applied regular security and kernel patches using yum, dnf and apt in production and staging environments.
- Scheduled and tested OS patches in accordance with change management policies to ensure minimal downtime.
- Diagnosed and resolved issues related to system performance, boot failures, kernel panics, disk space, and networking.
- Provided 24/7 on-call support for high-availability Linux environments.

VARA United Limited

System Support Engineer

Jan 2019 – Oct 2019

Project: YES Bank – Desktop Support

- Championed a client support training initiative that equipped team members with advanced troubleshooting skills, leading to a measurable improvement in first-contact resolution rates, now exceeding 75% across all support channels.
 - Enhanced customer support experience by launching an internal feedback loop system that gathered insights from 100+ users on hardware and software challenges, leading to improved service delivery and user engagement.
 - Delivered direct end-user support to approximately 75 clients weekly while managing concurrent video Conferencing sessions; streamlined troubleshooting measures led to a noticeable reduction in call resolution times by over three hours monthly.
 - Analyzed and revamped branch client support workflows, achieving a significant increase in ticket resolution efficiency, with the new process now handling over 500 client inquiries monthly with improved turnaround times.
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PROJECTS

Linux & AWS Infrastructure Automation Project

- Deployed and managed **Linux servers on AWS EC2**.
- Automated user creation, package installation, and service management across multiple Linux servers using Ansible.
- Created **Bash scripts** for CPU, memory, disk, and service health monitoring.
- Implemented basic monitoring using **AWS CloudWatch**.

CI/CD & Docker Based Application Deployment

- Built a simple CI/CD pipeline to automate application deployment.
 - Containerized applications using **Docker** and deployed on Linux servers.
 - Used Git-based workflow to reduce manual deployment effort.
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EDUCATION

- **Master of Computer Applications (MCA)**