AKSHAY DEVIDAS DANDGE

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PROFILE

I am an experienced IT System Administrator and DevOps Support Engineer with 2.6+ years of hands-on experience in managing enterprise IT infrastructure, hybrid cloud environments, and automation workflows.

PROJECTS

CI/CD Pipeline with Jenkins (DevOps)
- Designed and implemented an end-to-end CI/CD pipeline using Jenkins, automating the entire build, test, and deployment lifecycle for internal applications.
- Integrated GitHub version control to trigger pipeline jobs on code commits, ensuring seamless version tracking and reduced manual interventions.
- Configured automated test cases, build artifacts, and post-deployment alerting mechanisms for better transparency and faster issue detection.
- Achieved 80% reduction in manual deployment time, significantly increasing release frequency and ensuring consistent software delivery across environments.
- Enabled streamlined collaboration between development and operations teams, aligning with DevOps best practices and reducing deployment errors.

Localhost Server Monitoring Tool (Python + psutil)
- Developed a lightweight Python-based monitoring tool using the psutil library to track real-time CPU usage, memory consumption, disk activity, and network I/O.
- Implemented threshold-based alerting to notify admins of abnormal resource utilization, ensuring proactive system health checks.
- Configured automated logging and scheduling via cron jobs to collect performance data at regular intervals for trend analysis and root cause identification.
- Enabled faster issue resolution by providing visual system insights and reducing manual monitoring dependency.

Cloud Resource Provisioning & DevOps Support
- Provided hands-on support to development teams for managing cloud-based environments on AWS and Azure.
- Created automation scripts for resource setup and IAM role permissions.
- Ensured secure, scalable, and efficient deployment environments

AI Agents with Copilot Studio & Microsoft Teams Integration
- Designed and implemented AI-powered agents using Microsoft Copilot Studio.
- Integrated AI agents into Microsoft Teams to automate IT support workflows.
- Enabled automated ticket responses, knowledge base queries, and DevOps troubleshooting assistance.
- Improved resolution time and reduced manual intervention by 60%.

SKILLS

- GitHub
- Hyper-V
- IAM
- ITSM
- System & Network Administration
- Windows Server
- Linux (Ubuntu/CentOS)
- AD
- GPO
- DHCP
- DNS
- Office 365
- DevOps Tools
- Jenkins
- Git
- Docker
- Kubernetes (Basics)
- Ansible
- Terraform
- Cloud Platforms
- AWS (EC2, IAM, S3, VPC)
- Prometheus & Grafana
- Azure (VMs, Azure AD, Intune)
- GCP (Basics)
- Scripting & Automation
- Python
- Bash,Powershell
- Microsoft Copilot, Ai Agents
- Monitoring & Security
- Sophos XG Firewall
- Web Filtering
- Defender for O365
- ITSM & Support
- ServiceNow
- Zoho Desk
- Jira
- Virtualization
- VMware
- Hyper-V
- Database (Admin Basics)
- MySQL
- PostgreSQL

WORK EXPERIENCE

DESKTOP SUPPORT ENGINEER (System Administration),
Valasys Media Pvt. Ltd
02/2025 - Present

- Administered Office 365, Active Directory, and Intune for enterprise device and user policy management
- Designed and deployed AI-powered agents with Microsoft Copilot Studio, integrated into Teams to automate IT support workflows.
- Deployed and monitored internal cloud resources on AWS and Azure
- Provided DevOps support including Git access, Jenkins CI/CD builds, and issue debugging
- Configured Sophos XG Firewall for web filtering and VPN access
- Developed Python scripts for server monitoring and phishing detection alerts
- Automated backup and patching processes using scripts and Group Policy

IT INFRASTRUCTURE ENGINEER – OPERATIONS,
Zimetrics Technologies Pvt. Ltd
07/2024 - 10/2024

- Automated backup and patching processes using scripts and Group Policy
- Spearheaded management of hybrid infrastructure environments, including on-premise systems and cloud platforms such as AWS and Azure
- Configured and enforced MDM policies using Microsoft Intune and managed mail services via Exchange Online
- Provided hands-on support for Office 365, Active Directory, and ITSM tools including ServiceNow and Zoho
- Demonstrated strong proficiency in network troubleshooting and application support, consistently delivering secure, scalable, and optimized IT solutions aligned with organizational goals

IT SUPPORT ENGINEER, Nityo Infotech Pvt. Ltd. (Client: Vertiv Energy)
11/2022 - 07/2024

- Configured Sophos XG Firewall for web filtering and VPN access
- Provided Tier 1 & 2 support across Windows/Linux environments
- Performed system setup, VPN configuration, and remote troubleshooting
- Engaged with Azure and AWS for basic cloud resource management

EDUCATION

M.Sc. Computer Science - 7.46
Yeshvantrao Chavan College of Arts ,Commerce & Scinece, sillod
08/2021 - 06/2023

B.C.S. Computer Science - 63.4
Yeshvantrao Chavan College of Arts ,Commerce & Scinece, sillod.
08/2018 - 06/2021

LANGUAGE

English:

Hindi:

Marathi:

CERTIFICATE.

Master in Cloud Computing ☑
Cloud computing,AWS,Azure,GCP, Networking, Python, Automation, Devops support

Career Essential in System Administration by Microsoft and Linkedin ☑
System administration, Networking,Server Management, Cloud Computing

Google IT Support Specialization ☑

Devops Course Certification ☑
DEVOPS, CLOUD, Automation, Docker,CI/CD integration

Profile:

Linkedin: linkedin.com/in/akshayd04

Portpolio:https://akshay431112.github.io/

Github: github.com/akshay431112