

CONTACT DETAILS

- ✉ guptajeet369@gmail.com
- 🌐 LinkedIn
- 🌐 Hashnode
- 🌐 GitHub

JOB OBJECTIVE

Pursue a career in Linux, DevOps, and Cloud Engineering, emphasizing expertise in system administration and infrastructure management, while aiming to contribute to innovative projects in a remote work environment.

EDUCATION

- **2019: B.E. in Electronics and Instrumentation** from Lakshmi Narain College of Technology, Bhopal

AREAS OF EXPERTISE

- Incident Management
- Cloud Security Best Practices
- System Performance Optimization
- ITIL Framework Implementation
- Team Management & Collaboration
- Data Backup and Recovery Solutions
- Network Infrastructure Management
- Service Level Agreement (SLA) Compliance
- Change Management Processes
- Technical Documentation and Writing

TECHNICAL SKILLS

- Advanced Linux Administration
- Cloud Management (AWS)
- Automation Scripting (Bash, Python)
- Configuration Management (Ansible, Terraform)
- Containerization (Docker, Podman)
- Monitoring and Performance Tools (AppManager, SolarWinds, Prometheus, Grafana)
- IT Service Management (ServiceNow, PagerDuty)
- Version Control Systems (Git, GitHub)
- Web Development Frameworks (Django, Flask)
- Virtualization (VMware, Vagrant)

CERTIFICATIONS

- Linux Training by Imran Afzal | Udemy
- DevOps by Imran Teli | Udemy
- Career Essentials in System Administration | Microsoft and LinkedIn
- AWS Cloud Quest: Cloud Practitioner | Credly | 2024

AJEET GUPTA

Linux, DevOps, Cloud Engineer, and System Administrator

PROFILE SUMMARY

- Possess **nearly 3 years** of experience in system administration and team leadership, effectively managing on-premise and cloud infrastructures, with a particular focus on **VMware and AWS technologies**.
- Directing the operations of a dedicated L1 Support Team in the role of **Senior System Executive and Team Lead at Cognizant**, facilitating smooth operations and delivering exceptional service to clients.
- Cultivated a diverse skill set that includes **advanced troubleshooting, incident management, and automation scripting**, focusing on improving system uptime and driving operational efficiency.
- Expert at **scripting automation, incident resolution**, and maintaining system uptime using ITIL methodologies.
- Implemented **automated ticketing systems** that led to a remarkable enhancement in incident response times, **achieving a 40% decrease** in manual intervention and improving service delivery.
- Showcased extensive knowledge in **cloud technologies**, especially **AWS**, coupled with a thorough understanding of **infrastructure as code (IaC) principles**, facilitating effective resource management and deployment strategies.
- Proficient in leveraging a diverse set of technical skills, including **advanced Linux administration, cloud infrastructure management, and automation scripting**, to drive operational excellence and enhance system performance across various environments.

WORK EXPERIENCE

Cognizant | Pune

Jun'21 – Jan'24

Designation: Senior System Executive/Team Lead

Responsibilities:

- Worked on the management of an L1 Support Team, orchestrating daily project meetings and facilitating effective communication with vendors and clients to ensure alignment on project objectives and deliverables.
- Supervised the monitoring and performance evaluation of a diverse array of physical and virtual servers, acting as the primary point of contact for critical incidents and ensuring timely escalation to higher-level support teams.
- Executed comprehensive server troubleshooting and hardware management tasks, coordinating with vendors to facilitate hardware replacements and ensuring adherence to ITIL and ITSM best practices.
- Developed and implemented change management processes, ensuring that all changes to the IT environment were documented, assessed for risk, and executed with minimal disruption to services.
- Engaged in regular client and vendor interactions through meetings and calls, addressing service delivery issues and ensuring high levels of satisfaction with the support provided.
- Conducted regular audits of incident, change, and problem management processes to ensure compliance with SLAs, implementing corrective actions based on performance metrics to enhance service quality.
- Managed the integration of various technologies, including Cloud, Linux, Windows, VMware, and SQL, to facilitate effective issue resolution and improve overall system performance.

Achievements:

- Successfully automated the incident ticketing process using AppManager, resulting in a 40% reduction in manual intervention and improving response times for critical incidents.
- Established a baseline monitoring system for warranty expirations and updates using Dell OMSA, which automated email notifications for proactive server management and timely updates.
- Developed automation scripts to monitor and restart critical services, enhancing incident response efficiency and reducing downtime across multiple systems.

SOFT SKILLS

- Communication
- Analytical
- Problem-solving
- Critical Thinking

PERSONAL DETAILS

- **Date of Birth:** 2nd June 1997
- **Languages Known:** English, Hindi
- **Address:** Varanasi – 231226

FREELANCE EXPERIENCE

Multi-Domain Freelancer | Remote

Feb'24 – Present

Designation: Senior System Executive/Team Lead

Highlights:

- Authored a series of technical blogs focused on Linux, AWS, and automation, published on Hashnode, contributing to the knowledge base of IT professionals and enthusiasts.
- Developed practical guides on tools such as Docker, Ansible, Terraform and AWS, aimed at supporting IT professionals in enhancing their technical skills and operational efficiency
- Engaged in hands-on projects within virtual labs, documenting solutions and sharing insights with the tech community to foster collaboration and knowledge sharing.
- Provided system administration support across various platforms, including Linux, Windows, and Cloud environments, ensuring optimal performance and reliability for clients.
- Actively participated in AI training programs, enhancing the capabilities of AI models through dedicated training and experimentation.

PROJECTS

Multi-Tier Web Application Deployment with Terraform

The portfolio website project automates the deployment of a scalable multitier web application on AWS using Terraform, leveraging Free Tier resources to reduce costs while gaining IaC experience. Key features include:

- Automated deployment of web, app, and database layers.
- Scalable EC2 instances with an Application Load Balancer.
- Secure RDS database setup.
- Terraform Remote State Management via S3 for collaboration.
- Auto-scaling for web and app layers.

Multi-Container Weather Dashboard Application with Podman/Docker

This is a Flask-based web application that provides current weather information for cities around the world using deploying a multi-container app using Podman/DockerCompose. It uses:

- Container 1 - Web Server: Runs the Flask app and handles user requests.
- Container 2 - PostgreSQL Database: Stores weather data.
- Container 3 - Redis Cache: Caches recent weather data to speed up response

Automated Backup and Restore System

A Bash-based solution for automating backups with incremental sync, compression, encryption, and remote transfers.

- Backup Script: Handles incremental backups using rsync and compresses data with tar.
- Encryption: Secures backups with GPG encryption.
- Remote Sync: Transfers encrypted backups to a remote server.
- Restore Functionality: Enables data recovery based on timestamps.

Linux Performance Monitoring Tool

A tool for logging system metrics and providing real-time monitoring with alerts.

- System Logger: Logs CPU, memory, and disk usage via Bash Scripting.
- Real-Time Dashboard: Visualizes metrics using Grafana and Docker.
- Alerting: Sends alerts through Prometheus based on defined thresholds.