Raj Patel

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Objective:

Highly skilled Systems Administrator with around 3 years of experience managing enterprise infrastructure and cloud environments. Expertise in virtualization (VMware, Hyper-V), cloud platforms (Azure, AWS, GCP), and automation using PowerShell, Python, and Ansible. Proven track record of enhancing operational efficiency, implementing robust security measures, and optimizing IT infrastructure. Demonstrated ability to reduce new computer deployment time by 35% and ensure 99.9% application uptime through strategic implementation of clustering and backup solutions. Adept at managing Windows and Linux environments, containerization technologies, and implementing disaster recovery strategies. Committed to leveraging cutting-edge technologies to drive operational excellence and contribute to organizational growth.

Skills:

- Extensive experience with AD DS, DNS, DHCP, Print Servers, IIS, WSUS, SMB, and NTFS permissions.
- Created and managed master images based on Windows, Debian, Ubuntu, RHEL, and Oracle Linux.
- Automated Windows deployment using WDS and MDT with custom images.
- Migrated physical and virtual machines to Hyper-V, ESXi, and Proxmox.
- In-depth expertise in deploying and managing Debian, Ubuntu, RHEL, Fedora servers, and Windows Servers and Desktops.
- Deployed websites on Apache web servers with reverse proxy and configured them with Let's Encrypt SSL certificates to securely expose internal resources.
- Exposure to container technologies like Docker and Podman, and orchestration with Docker Compose, Kubernetes, and Docker Swarm.
- Automated patching, new server deployment, backups, user permissions, and SSH key authentication using tools like Ansible and Ansible Semaphore.
- Deployed hypervisors like Hyper-V, Proxmox, VMware ESXi, and Proxmox.
- Configured HA clustering, vMotion, and distributed switches on VMware vCenter.
- Managed VM networking, storage, and resources.
- Experience with business continuity and disaster recovery solutions like Veeam Backup and Datto.
- Migrated local Active Directory users to Azure Active Directory.
- Managed hybrid infrastructure across on-premises and cloud environments.
- Knowledge of networking concepts including TCP/IP, DHCP, subnetting, routing, and switching.
- Hardened servers and desktops based on security compliance standards such as STIG.
- Wrote Python scripts to monitor systems, track weather conditions, and send email alerts.
- Automated tasks such as new user creation and deletion, Windows and drivers patching, new computer onboarding, and AD password expiry notifications using PowerShell scripting.
- Managed IT service requests and incidents using tools like ConnectWise and OS Ticket.
- Experience with remote monitoring and management tools like ScreenConnect, N-able RMM, and TeamViewer.
- Collaborated closely with stakeholders and end users.
- Provided training and created technical documentation.

Professional Experience:

Motio Business Technology, Grand Haven, MI   **Oct 2023 – July 2024**
IT Systems Administrator

Job Responsibilities:

- Created custom Windows images and standardized Windows computer deployments for all clients, reducing new computer setup time by 35% using MDT and WDS.

- Automated Windows patching and application deployments using PowerShell and ScreenConnect Automate.

- Developed PowerShell scripts to reduce human effort by 90%, including AD user account creation, AD user offboarding, AD password expiry notifications, automatic password generation, and AD password resets.

- Deployed physical and virtual servers with various configurations based on ESXi and Windows Servers.

- Implemented vCenter servers for clients, achieving high availability for critical workloads and simplifying VM and ESXi management.

- Deployed backup solutions using Veeam and Datto, ensuring data integrity and quick recovery times.

- Created offsite immutable backup buckets on Backblaze and tested restore mechanisms to ensure data availability.

- Deployed LAMP stack environments on Ubuntu Server and hosted WordPress sites, improving website performance and reliability.

- Managed Apache configurations for serving multiple websites from one host and handled SSL certificates from Let's Encrypt, enhancing website security and performance.

- Utilized tools and platforms such as Windows Server 2022, Windows Server 2019, Hyper-V, Putty, Remote Desktop Connection, Windows 11, Windows 10, Office 365 Admin Center, Exchange Online, Ubuntu Server, Azure Active Directory, MDT, WDS, PowerShell, ScreenConnect Automate, and IT Glue to streamline IT operations and improve system efficiency.

Environment: Windows Server 2022**,** Windows Server 2019, Hyper-V, Putty, Remote Desktop Connection, Windows 11, Windows 10, Office 365 Admin Center, Exchange online, Ubuntu Server, Azure Active Directory, MDT, WDS, PowerShell, Automate, IT Glue, Ubuntu Server, MySQL, MariaDB, LAMP stack.

Integrated Bioscience, Richmond, KY   **Oct 2022 – Oct 2023**
System Administrator

Job Responsibilities:

- Managed Windows and Linux servers for AD, DNS, DHCP, and file sharing.

- Migrated physical servers to a Hyper-V virtualized environment and implemented Hyper-V clustering for high availability.

- Managed Sophos VPN, firewalls, and intrusion prevention systems.

- Created STIGs and Group Policies for enhanced security compliance.

- Centralized authentication with LDAP and Azure Active Directory and set up SSO for seamless access across resources.

- Automated patching and upgrades, reducing system vulnerabilities and downtime by 20%.
- Developed PowerShell and Python scripts for system monitoring and enhancement.
- Automated deployment using WDS, MDT, and GPOs, reducing deployment time by 30% and minimizing errors.
- Implemented Veeam solutions for backups and disaster recovery, ensuring data integrity and quick recovery times.
- Managed print servers and deployed printers via GPOs, enhancing printing efficiency and reducing downtime.
- Automated driver updates and new printer installations.
- Created comprehensive documentation for all systems and software, improving troubleshooting efficiency.
- Provided end-user education on security best practices, reducing security incidents.

Environment: Windows Server 2022**,** Windows Server 2019, Windows Server 2016, Hyper-V, Putty, Remote Desktop Connection, Windows 11, Windows 10, Office 365 Admin Center, Exchange online, Ubuntu Server, Azure Active Directory, Snipe inventory management tool, TeamViewer, RMM from N-Able.

Integrated Bioscience, Richmond, KY   **Oct 2021 - Oct 2022**
Jr. System Administrator

 Job Responsibilities:

- Deployed and managed Active Directory for centralized authentication, improving user management and security.
- Created user accounts, groups, and organizational units, ensuring efficient access control and organization.
- Set up LDAP and Azure AD for SSO, enhancing user experience and security through streamlined authentication.
- Deployed DNS and DHCP roles on Windows Servers, ensuring reliable network services and efficient IP address management.
- Maintained print servers and deployed printers via GPO, ensuring seamless printing operations for over 200 users.
- Developed PowerShell scripts for application deployment, reducing manual installation time by 30%.
- Automated OS installation using WDS and custom images, decreasing setup time for new systems by 50%.
- Configured Windows firewall for remote access via DirectAccess, enhancing secure remote connectivity for employees.
- Developed STIG rules to meet security compliance standards, ensuring the organization's systems adhered to federal security guidelines.
- Managed Windows patches using WSUS, ensuring systems were up-to-date and secure.
- Utilized PowerShell for administrative tasks and troubleshooting, improving system efficiency and reducing downtime.
- Maintained and managed environments including Windows Server 2019, Windows Server 2016, Hyper-V, PuTTY, Remote Desktop Connection, Windows 10, Windows 8.1, and Office 365, ensuring optimal performance and security.

Environment: Windows Server 2019, Windows Server 2016, Hyper-V, Putty, Remote Desktop Connection, Windows 10, Windows 8.1, Office 365.

West Virginia State University, Institute, WV   **Aug 2020 - Apr 2021**
Teaching Assistant

Job Responsibilities:

- Assisted students in learning and applying C programming language concepts.

- Simplified complex problems to enhance student understanding and engagement.

- Tutored students on various programming concepts, including loops, if-else statements, pointers, switches, functions, and preprocessors.

- Demonstrated best practices for writing clean, well-documented code.

- Provided support and instruction using Turbo C++, QuickC, and Dev-C++, resulting in improved student performance and comprehension.

Environment: Turbo C++, QuickC, Dev-C++.

West Virginia State University, Institute, WV   **Mar 2020 - Nov 2020**
Research Assistant

Job Responsibilities:

- Developed a Python program using HSPF to retrieve real-time data on water quality, levels, flow, and evaporation rates.
- Extracted and analyzed water quality data for specific geographic coordinates.
- Created line charts to visualize and analyze water levels over time.
- Built a responsive website using Next.js to display real-time water quality data.
- Led a hydrography project, utilizing VM resources and Shell scripting, with comprehensive technical documentation available at [Project Link](#).

Environment: Anaconda, Python, React JS, Next JS.

Certifications:

- Preparing for Certified Kubernetes Administrator (CKA) certification.

Education:

West Virginia State University   **Institute, WV**
Master of Computer Science   **Aug 2019 - Apr 2021**

Parul Institute of Technology   **Vadodara, GJ, India**
Bachelor of Computer Engineering   **Jul 2014 - Jun 2018**

Technical Skills:

Cloud: Microsoft Azure, Linode, Google Cloud, Amazon Web Services (AWS), DigitalOcean, Vultr.

Operating Systems:

Windows Desktops: Windows 7, Windows 8, Windows 8.1, Windows 10, Windows 11.
Windows Servers: Windows Server 2012, Windows Server 2012 R2, Windows Server 2016, Windows Server 2019, Windows Server 2022.
Linux Servers: Debian, Ubuntu, RedHat Enterprise Linux, Fedora Server, Alpine Linux, OpenSUSE Leap.
Linux Desktops: KDE, Gnome, Cinamon.

Virtualization Platforms:

Type 1 Hypervisors: VMWare ESX Integrated (ESXi), Microsoft Hyper-V, Proxmox Virtual Environment, QEMU/ KVM, XCP NG.
Type 2 Hypervisors: VMWare Workstation Pro, Virtual Box.

Applications: CMD, Putty, VMware vCenter Converter, Microsoft Office, Microsoft Teams, Microsoft Outlook, Notepad++, Microsoft Disk2vhd, Wireshark, Cisco Packet Tracer, TeamViewer, RMM-Nable, Net Analyzer, Libre Office, MobaXterm, Google Chrome, Mozilla Firefox, Microsoft Edge, Windows PowerShell ISE, Teleport, Wordpress.