

INDRAJEET SINGH

Experienced System Administrator with 3+ Years of Expertise
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Summary

Dedicated sysadmin and client support specialist with over 3+ years of experience optimizing IT operations and enhancing system reliability in diverse environments. Skilled in system administration, cloud technologies, and effective troubleshooting approaches that lead to high customer satisfaction.

Skills

Technical Skills:

System Administration, Cloud Technologies, Operating Systems (Linux) Server Management, Network Configuration, Implementation, Ticket Management. Shell Scripting. Git Hub.

- Good knowledge of **Linux (Ubuntu)**.
- Good knowledge of **Docker, Ansible, Jenkin, Terraform**.
- Basic knowledge of **REST APIs**, and **MySQL** for querying databases.
- Proficient in **MS Office** (Word, Excel, PowerPoint).
- Experienced with support tools and platforms like **Salesforce** and **JIRA**.
- Familiar with **AWS** technologies.

Work Experience

Product Support Engineer

Global Logic Technologies Private Limited

Gurugram-India

FEB/2023 -JAN/2025

Client -Adobe

Tools & Platforms:

- **Tools:** SFDC (Salesforce), Jira, Microsoft Dynamics CRM, App View Portal, SSL Checker, MX Tool.

Key Responsibilities:

Marketo Expertise:

- Provide support in **Marketo** for international clients.
- Proficient in **field mapping/merging** between SFDC and Marketo.
- Conduct **Sandbox refreshes**.
- **Technical Support:**
- Troubleshoot and resolve issues related to **SSL certification** for landing pages, tracking links, and domain issues.
- Experience in **DevOps** tools with expertise in AWS DevOps tools (e.g., Code Pipeline).
- Strong understanding of containerization concepts using **Docker** and using Kubernetes.
- Experience with infrastructure as code (IaC) principles using **Terraform**.
- Hands-on experience working with **CI/CD** tools such as **Jenkins**.
- To support platform hosted and running in AWS.
- Experience in 24 * 7 support
- Implement best practices for cloud security, including network security, data encryption, and identity management.
- Manage and troubleshoot in Linux environments.
- Experience in installation and application packaging.
- Strong familiarity with software configuration management systems.

Times Internet limited

Linux System Administrator

Noida -Film city India

January/2022 - February/2023- Noida

Previous working experience as a Linux (RHEL 6.x, 7.x, 8.x) and Windows Administrator.

- In depth knowledge of Linux: RedHat.

- Installation, Configuration, Configuring LVM Creating, Extending & Reducing in RHEL
- Managing File Systems- Creating, Mounting, Modifying & repairing the file systems (ext3, ext4, XFS, UFS & ZFS).
- Installation & configuration of Yum Server as well as client.
- Hands-on experience on Linux / Unix Operating System, Administration and Troubleshooting
- Good knowledge and experience in resolving Linux OS Booting and troubleshooting issues.

troubleshooting and Education

BSA College of Engineering & Technology

08/2015 - 05/2019

Bachelor of Technology (BTech) - Mechanical Engineering

Analytical Skills: Strong analytical skills with attention to detail and a problem-solving mindset.

Core Strengths:

- Team player.
- Quick learner, Co-operative & Self-motivated.

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above- mentioned particular.
