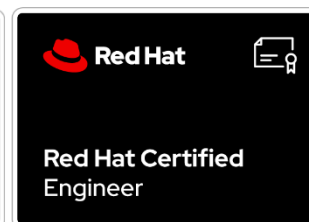
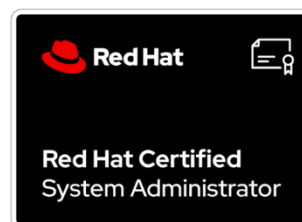


## Contact

**Address:** Maninagar East 380008,  
Ahmedabad.

**Phone:** +91 9104014663

**Email:** rahilgajjar910@gmail.com



## Summary

As a Cloud Support Engineer with several years of experience in the industry, my objective is to utilize my skills and knowledge to provide efficient and effective solutions for clients. With a dedication to customer satisfaction and a strong background in cloud computing.

Seeking a challenging position in a dynamic organization where I can utilize my expertise in cloud technologies to deliver exceptional solutions and contribute to the success of the team.

## Education

**M.sc IT in IT-IMS and Cyber Security** | Gujarat University, 2019-2024

**H.S.C.** | Jay Somnath Higher Secondary School, Passed-2019

**S.S.C.** | Jay Somnath Higher Secondary School, Passed-2017

## Certificate

Red Hat Certified Engineer **(RHCE) (Ansible) V8** – Redhat – June 2023

Red Hat Certified System Administration **(RHCSA) V8** – Redhat – Oct 2021

## Technical Skills

### Linux Administration

- SELinux, Firewalls & Mod Security Configuration
- User, Group and Storage management
- Configuration of different servers like Yum, SAMBA, Apache, FTP, phpLDAPadmin
- Familiar with Different OS like Rhel 7 & 8, CentOS, Ubuntu and Rocky linux
- Linux OS hardening as per CIS guidelines

### Networking

- Configuring services such as DHCP, DNS & VPN
- Fundamentals Knowledge of Firewall
- Basic Knowledge of Configuring Cisco Router and Switch
- Routing Protocols: RIP, OSPF, EIGRP

### Server Administration

- Configuration of services like AD-DS, AD-FS, DNS, DHCP, WSUS
- Administration of Exchange server (Email server and Zimbra server)

### Virtualization

- Practical Knowledge of Virtualization Technologies Such as VMware, VMware vCenter, Hyper-V, ESXi Server, Citrix Xen Servers

### DevOps Tools

- Practical knowledge of Ansible, Docker, Git, GitLab, Chef & Jenkins

## Experience

INTECH Creative Service Pvt. Ltd. - Gandhinagar, Gujarat, India

### **Cloud Support Engineer**

Oct 2022 - Present

- **INTECH Creative Service HK Pvt. Ltd. ( Client-side assignments )**

*July 2024 – Dec 2024*

- Worked closely with clients to understand their requirements and deliver effective solutions
- Implemented DR on Azure cloud for Sites
- Provided on-site technical support to clients in Hong Kong, troubleshooting and resolving issues across cloud platforms
- Auto-Start up Azure VMs using Cloud Custodian
- Configured and maintained Azure container registry
- Managing On-Premises and Cloud Server including Production & UAT Environment
- Creating and managing Users & Groups on Active Directory (On-premise and Cloud)
- Assess customer issues and identify root cause
- Resolving the Client's Application issues
- Developed and maintained documentation, including technical guides and knowledge base articles
- Hands-on experience of Linux system administration (User, Storage, SFTP, Postfix, Docker, ModSecurity)
- Basic Understanding of Zabbix Monitoring Tool

Dev Information Technology Limited, Ahmedabad, Gujarat, India

### **Desktop Engineer**

Jun 2022 – Oct 2022

- Managed Windows and Linux Servers including Production Servers
- Created and managed Users on Active Directory and Re-structing OUs in AD
- SVN to GitLab Migration and Managed GitLab Environment
- Configured Monitoring Tools like Nagios & Cacti
- Resolved Firewall related issues
- Basic tasks on SCCM (System Center Configuration Manager)

### **Infra Intern**

Dec 2021 – May 2022

- Configured and Managed VMs on Hyper-V and VMware
- Managed Software, Asset and IP Inventory
- Managed Weekly Backups
- Configured GitLab server on Linux OS

## Academic Project

Project on Virtualization Using Xen Server | [Reference Link](#)

Project on Cloud Automation and Configuration Management (Chef, Jenkins, Git) | [Reference Link](#)

## Declaration

All the details mentioned above are true and correct to the best of my knowledge and beliefs.