Sanjeev Rao

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LinkedIn — GitHub

Objective

Experienced System Administrator and Technical Support Engineer with a strong background in Linux administration, troubleshooting, automation, and cloud infrastructure. Adept at optimizing system performance, enhancing security, and providing exceptional technical support. Seeking a challenging role to contribute my expertise in IT operations and support services.

Skills

- **System Administration:** Linux (Ubuntu, CentOS), Windows Server, Shell Scripting, Automation.
- **Technical Support:** Troubleshooting, Remote Assistance, Incident Management, ITIL Framework.
- **Networking:** DNS, DHCP, VPN, Firewalls, Load Balancing.
- **Cloud Platforms:** AWS (EC2, S3), Microsoft Azure.
- **Monitoring & Logging:** Zabbix, ELK Stack (Elasticsearch, Logstash, Kibana).
- **Scripting & Automation:** Bash, Python, PowerShell.

Education

B.Tech in Computer Science   2017 – 2021
Dr APJ Abdul Kalam Technical University, Lucknow, UP
CGPA: 7.12/10

Experience

System Administrator   Mar 2023 – Jan 2024
Cedcoss Technologies, Lucknow, UP

- Managed Linux-based servers and cloud infrastructure, ensuring 99.9% uptime.
- Automated system administration tasks using Bash and Python scripts, reducing manual workload by 30%.
- Implemented monitoring solutions (Zabbix) to proactively detect system failures.
- Conducted regular security audits and applied patches to mitigate vulnerabilities.
- Provided technical support for IT systems, troubleshooting issues and resolving incidents efficiently.

Technical Support   Sept 2022 – Feb 2023
Tech Mahindra, Noida, UP

- Provided remote technical support for software and hardware issues, ensuring quick resolution.
- Assisted in troubleshooting network and server-related incidents.
- Documented issues and solutions in the knowledge base for future reference.
- Collaborated with development teams to resolve escalated technical issues.

Projects

Log Management with ELK Stack
Designed and implemented a centralized logging solution using Elasticsearch, Logstash, and Kibana.
Reduced troubleshooting time by 40% by aggregating system logs for better analysis.
Tools: ELK Stack, Linux, Bash Scripting.

Automated Patch Management System
Developed a script-based patching system for Linux servers using cron jobs and package managers.
Reduced security vulnerabilities by ensuring timely updates.
Tools: Bash, Ansible, Linux Servers.

System Monitoring with Zabbix and Prometheus
Configured monitoring and alerting systems for servers, databases, and network devices.
Set up Slack/email notifications for real-time alerting.
Tools: Zabbix, Grafana.

Certifications

- **AWS Certified Solutions Architect – Associate** (Ongoing)
- **Red Hat Certified System Administrator (RHCSA)** (Ongoing)

Languages

- **English:** Fluent (Written and Spoken)
- **Hindi:** Fluent (Written and Spoken)

Hobbies

- Linux System Tuning
- Learning about Cloud Technologies
- Automating Repetitive IT Tasks