

SHIVAM BHARDWAJ

Linux Administrator (L1) | Infrastructure & System Support

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PROFESSIONAL SUMMARY

Linux & Infrastructure Support Engineer with hands-on experience in Ubuntu server administration, system provisioning, and end-user support across on-prem environments. Skilled in troubleshooting OS, network, and hardware issues with exposure to AWS Services. Seeking an entry-level Linux Administrator or Infrastructure Support role to enhance system reliability and operational efficiency.

EDUCATION

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| • Delhi University
<i>Bachelor of Arts (Program) – Computer Application</i> | Delhi, India
2023 – 2026 |
| • Jetking
<i>Diploma in Cloud Computing</i> | Delhi, India
2024 - 2025 |

SKILLS

- **Operating Systems:** Ubuntu Server (EC2), Ubuntu Desktop, Windows Server (RDP, NTFS)
- **Linux Administration:** User & Group Management, File Permissions (chmod, chown), Service Management (systemctl), SSH Access, Log Analysis (journalctl, /var/log), File Editing (nano/vim), Resource Monitoring (df, top, free)
- **Networking:** DNS, DHCP, TCP/IP, Ports, LAN/WLAN Troubleshooting
- **Infrastructure Support:** Desktop/Laptop Provisioning, OS Installation, Driver Configuration, Software Deployment, Hardware Diagnosis, Performance Troubleshooting
- **Cloud Exposure:** AWS EC2, S3, IAM (basic labs),
- **Tools:** Shell Scripting (basic), Git, Remote Desktop, HRMS Ticket Handling

WORK EXPERIENCE

IT Support Intern – Infrastructure & Systems (Linux & Windows) April 2025 - Dec 2025
NetCreativeMind Solutions - Delhi, India

- Resolved **4–5** daily IT support incidents across hardware, software, and network categories, minimizing downtime and improving productivity.
- Performed end-to-end provisioning of desktops and laptops, including hardware setup, OS installation, driver configuration, network connectivity, and software deployment.
- Supported **8+** on-prem servers (**1** Ubuntu Linux, **7** Windows) for internal applications, file services, and attendance systems using RDP for remote access.
- Provisioned and managed access for **50+** users across Delhi, Patna, and Jaipur, ensuring proper permissions and secure system usage.
- Troubleshot Windows OS, RDP, folder permissions, occasional Outlook issues, printer connectivity, Wi-Fi problems, and application installation errors.
- Diagnosed LAN/WLAN connectivity, performance degradation, and hardware faults, coordinating replacements and upgrades with vendors and senior staff.
- Performed manual system health checks through logs and resource monitoring (disk, CPU, memory) to maintain availability of critical services.
- Coordinated support requests via HRMS platform and direct walk-ins, prioritizing incidents by urgency and user impact.

PROJECTS

Online Shop Deployment using Docker & Kubernetes

Tech: Docker, Kubernetes (KIND), Nginx, Linux

- Containerized a frontend web application using Docker multi-stage builds and served production assets with Nginx.
- Deployed the application on a local multi-node Kubernetes cluster (KIND) using Deployments and Services.
- Implemented horizontal scaling, service exposure, and application debugging (ImagePullBackOff, pod failures).
- Gained hands-on experience with Kubernetes objects, namespaces, and deployment workflows.

Repository : github.com/shivam-bhardwaj-cloud/online_shop

Two-Tier Flask Application using Docker Compose

Tech: Docker, Docker Compose, Flask, MySQL, Linux

- Built a two-tier web application with Flask backend and MySQL database.
- Configured container networking, volumes, and environment variables.

Repository : github.com/shivam-bhardwaj-cloud/two-tier-flask-app

AWS S3 Static Website Hosting

Tech: AWS S3, IAM, Cloud Security

- Hosted a static website on AWS S3 with public access enabled via bucket policies.
- Configured IAM permissions following least-privilege principles and validated secure public access.

Repository : github.com/shivam-bhardwaj-cloud/aws-s3-static-website

CERTIFICATIONS

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| Diploma in Cloud Computing | – | Jetking Infotrain Limited |
| Network Basics | – | Cisco Networking Academy |
| Introduction to Containers | – | AWS |