Rajnish Tiwari

IT Executive

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: Vaishali, Ghaziabad

PROFESSIONAL SUMMARY

Proactive and dedicated IT Infrastructure Support Engineer with hands-on experience in managing **Windows and Linux systems on-premises or using VMware ESXi**. Skilled in **system monitoring, patching, troubleshooting**, and maintaining stable server environments. Strong foundation in **Windows Server administration (Active Directory, Group Policy)** and **Linux OS management (users, file permissions, services)**. In parallel, well-versed with **AWS cloud technologies**, including EC2, IAM, S3, VPC, and CloudWatch through certification and lab-based practice. Passionate about transitioning into a cloud support role, bringing hybrid skills in both **physical infrastructure and cloud systems**.

TECHNICAL SKILLS

- **Cloud Platform**: AWS (EC2, IAM, S3, VPC, CloudWatch, Systems Manager, Route53, Auto Scaling, RDS, ELB)

- **Windows Server**: Active Directory, Group Policy, DNS, DHCP, IIS Server, Monitoring and Maintaining IT Infra

- **Linux Administration**: Ubuntu, RHEL (users, file permissions, services, storage, partition, Apache ,Nginx)

- **VMware**: ESXi, Virtual Machine Creation, Troubleshooting & Backup

- **Tools**: Git, GitHub, EAM Professional, Netcore Cloud, Microsoft 365, Google Workspace, New Relic

- **Security Tools**: Sophos, Fortinet, Bitdefender Antivirus

- **Networking**: VPN, LAN/WAN, Network Security

- **Scripting:** CMD, PowerShell, Bash

WORK EXPERIENCE

IT Executive – Attentive.ai, Noida
Sept 2024 – Present

- Install and configure Windows, macOS, and Linux systems using **Ansible Tower** for automation.

- Manage and track all IT assets across the company using the internal **IT Asset Server**.

- Administer and maintain Windows Server and Linux servers, ensuring timely **system backups** and recoveries.

- Perform advanced troubleshooting and resolve issues for users across Windows, Linux, and macOS environments.

- Maintain and update the internal **Knowledge Base** with regular IT issues, solutions, and SOPs.

- Conduct periodic audits and fix vulnerabilities related to **IT infrastructure and security**, including **Bitdefender antivirus** management.

- Responsible for **creating user accounts in Active Directory**, managing **Group Policies**, and provisioning **email accounts for new employees.**

- Administer and troubleshoot Windows Server and Linux systems on VMware ESXi platform.

- Perform patching, user management, and Active Directory configuration and monitoring.

- Configure VPNs, manage access control, and resolve network/security issues.

- Provide L1/L2 technical support for IT infrastructure and endpoint devices.

- Collaborate with internal teams for escalations and maintain documentation.

IT Executive – EaseMyTrip.com, Noida
Aug 2023 – Sept 2024

- Administered and maintained Sophos Antivirus across the network to ensure endpoint security.
- Handled email administration tasks, including user email creation, password resets, licensing management, and email backups.
- Responsible for user creation and management in Active Directory, including handling Group Policies and ensuring proper backup procedures.
- Provided guidance and support to the team in resolving Windows/desktop support issues.
- Managed and maintained VPN connections, keeping detailed records and resolving connectivity and intranet-related issues.
- Used EAM Professional for employee activity monitoring, including tracking keywords, visited websites, and taking snapshots of user activities.

Desktop Support / IT Infra Intern – Bestone Meest IT Services Pvt. Ltd., Noida
Feb 2023 – Apr 2023

- Installed and supported Windows/Linux operating systems, applications, and peripheral hardware.

- Managed user tickets related to networking, email access, and system troubleshooting.

- Installed and configured antivirus or VPN software.

- Prepared Windows or Linux machines with basic software for newly joined users.

EDUCATION

- **BA Hons. (Pol. Science)** – Delhi University SOL (2019 – 2023)

- **12th CBSE** – New Delhi (2018 – 2019)

- **10th CBSE** – New Delhi (2016 – 2017)

CERTIFICATIONS

- **Masters in Cloud Computing** – Jetking Infotrain Ltd, Nirman Vihar, New Delhi (Jan 2022 – Nov 2022)

- **Field Technician Networking & Storage** – PMKVY, Preet Vihar, New Delhi (2021)

PROJECTS

1. **IT Asset Management Server Setup using Snipe-IT (On-Premises)**
   Deployed and configured Snipe-IT (open source) on an Ubuntu server for centralized IT asset tracking.
   Tech Used: Ubuntu, Nginx, PHP, MySQL, Snipe-IT

2. **Hosted a Test Website on AWS EC2 (Linux-based Web Server Setup)**
   Configured a Linux-based web server on AWS EC2 and hosted a sample static site accessible via public IP.
   Tech Used: AWS EC2, Apache, Ubuntu, Security Groups, Basic HTML (default page)

INTREST

- Exploring Cloud & DevOps Technologies
- Learning About Emerging Technologies
- Music
- Travelling

LANGUAGES

- English

- Hindi