

RAJESH SHARMA

Senior Infrastructure & Systems Administrator

Total IT Experience: 12 Years 6 Months

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Open to Relocation | Office / Remote

[in linkedin.com/in/ryaan-race](https://www.linkedin.com/in/ryaan-race) github.com/ryaan-race portfolio.primefixel.com

KEY SKILLS

Windows Server • VMware • Active Directory • AWS • Docker • Virtualization • Networking • Firewalls • Linux • Office 365 • Backup & DR • SQL Server • ERPNext • Asset Management • PowerShell

PROFESSIONAL SUMMARY

Results-driven Senior Infrastructure & Systems Administrator with 12 Years 6 Months of overall IT experience designing, deploying, and managing enterprise IT infrastructure across multi-site environments. Deep expertise in server virtualization (VMware vSphere, Hyper-V, Proxmox VE), network security (Sophos/Fortigate firewalls, IPSec VPN, Site-to-Site VPN), cloud platforms (AWS EC2/S3/IAM/VPC), and high-availability backup & disaster recovery. Proficient in Windows Server 2016/2019/2022, Linux (Ubuntu/CentOS), Active Directory, Docker-based ERP deployment, SCADA/PLC support, and infrastructure monitoring (Zabbix/Nagios/CloudWatch). Strong focus on performance, reliability, security, and business continuity.

CORE COMPETENCIES

Technical Skills

Infrastructure & System Administration

Windows Server 2016 / 2019 / 2022 • Windows 10 / 11 Administration • Linux Administration (Ubuntu, CentOS) • Active Directory Administration • DNS, DHCP, GPO, ADUC, GPMC • WSUS & Desktop Central • Certificate Authority (CA) • IIS & FTP Administration • WDS Deployment Services • File Server Administration • SQL Database Backup & Restoration • Patch Management & Endpoint Administration

Virtualization & Cloud

VMware vSphere • Hyper-V • Proxmox VE • AWS EC2, S3, IAM, VPC • Docker & Docker Compose • Nginx Reverse Proxy • CloudWatch Monitoring

Network & Security

Sophos Firewall • Fortigate Firewall • IPSec VPN & Site-to-Site VPN • VLAN, Routing & Switching • TCP/IP, NAT, ACL, OSPF • LAN/WAN & Subnetting • Wi-Fi Infrastructure • Proxy Server Management • SSL Certificate Management • Dynamic DNS (DDNS) • Firewall Policy & Port Forwarding • Network Security Hardening

Storage, Backup & Monitoring

Synology NAS Administration • RAID Configuration • SAN Storage • Backup & Disaster Recovery • Veeam Backup • Windows Backup • Zabbix / Nagios Monitoring • Windows Performance Monitor • Event Viewer & Resource Monitoring

Additional Technologies

Office 365 Administration • Outlook Configuration • Asset Management Systems • Ticketing Systems • Website Deployment & Hosting • SCADA (Rockwell & Schneider) • PLC / HMI Troubleshooting • CCTV & Biometric Systems • PowerShell & Python Basics

TECHNICAL ENVIRONMENT

Windows Server 2016/2019/2022 | VMware vSphere | Hyper-V | Proxmox VE | Sophos Firewall | Fortigate Firewall | AWS EC2/S3/VPC/IAM | Docker & Docker Compose | Active Directory | Office 365 | Synology NAS | IIS | Nginx Reverse Proxy | SQL Server | VLAN | VPN | Routing & Switching | Windows 10/11 | Linux (Ubuntu/CentOS) | Zabbix | Nagios | CloudWatch | ERPNext | RAID Storage | SSL Certificates | Site-to-Site VPN | Wireless Bridge | Dell EMC Servers | HP ProLiant Servers

PROFESSIONAL EXPERIENCE

Senior Infrastructure & Systems Administrator

Oct 2023 – Present

Chetas Control Systems Pvt. Ltd., Pune

- Administer enterprise IT infrastructure and server operations across VMware vSphere, Hyper-V, and Proxmox VE virtualization platforms; configure and maintain HP ProLiant and Dell EMC rack/tower servers.
- Install, configure, and maintain Windows Server 2016/2019/2022 and Linux (Ubuntu/CentOS); manage Active Directory, DNS, DHCP, GPO, ADUC, GPMC, Certificate Authority (CA), and user access management.

- Configure and manage Sophos and Fortigate firewalls, IPSec VPN, Site-to-Site VPN; create firewall policies, NAT rules, and port forwarding; manage VLANs, routing, switching, TCP/IP, ACLs, and Wi-Fi infrastructure.
- Configure DDNS, PPPoE, bridge mode; set up and maintain Point-to-Point wireless bridge connectivity across multiple office locations.
- Implement Synology NAS storage with RAID configurations; perform backup management using Veeam Backup and Windows Backup; execute disaster recovery planning across all critical systems.
- Deploy ERPNext using Docker, Nginx, Redis, and Supervisor; deploy and manage websites on IIS and shared hosting with full SSL certificate lifecycle management.
- Perform SQL database backup, restoration, and maintenance; conduct server monitoring, patch management (WSUS), health checks, and performance optimization.
- Provide SCADA support for Rockwell & Schneider systems including PLC/HMI troubleshooting; implement ticketing systems and asset management.
- Implement centralized monitoring using Zabbix, Nagios, and CloudWatch; configure proactive alerting and conduct incident resolution and service continuity activities.

Key Achievements

- Maintained 99% infrastructure uptime while managing a virtualization and server environment spanning 250+ physical and virtual servers.
- Completed all virtualization and server migration projects with zero data loss across multiple large-scale migrations.
- Reduced Mean Time To Resolution (MTTR) by up to 95% for critical incidents through centralized Zabbix/Nagios monitoring and proactive alerting.
- Supported and streamlined IT infrastructure operations for 1,000–1,500 end users across multiple business locations, maintaining 98% SLA compliance.

Senior IT Support Engineer

Nov 2019 – Aug 2023

Affordable Robotic Automation Pvt. Ltd., Pune

- Delivered L2/L3 technical support across enterprise infrastructure including Windows Server, Active Directory, NAS storage, and backup systems.
- Configured VPN connectivity, firewall policies, and remote access infrastructure; administered Office 365, Outlook, and email security with full user provisioning and license management.
- Managed ITSM ticketing, SLA tracking, incident and change management; performed software deployment, asset management, and license administration across all endpoints.
- Supported switches, routers, wireless networks, and endpoint security; implemented Veeam Backup and Windows Backup disaster recovery strategies for business continuity.
- Performed system monitoring, patch management (WSUS), infrastructure troubleshooting, and performance tuning.

Key Achievements

- Supported IT infrastructure and technical operations for 80+ end users, maintaining consistent SLA compliance above 95%.
- Improved first-call resolution rate by restructuring ITSM ticketing workflows and incident prioritization.
- Maintained 99%+ backup and system availability reliability across all critical infrastructure throughout tenure.

Desktop & Network Administrator

Feb 2018 – Oct 2019

ICOM Industries LLP, Pune

- Managed desktop infrastructure, LAN/WAN networks, VLANs, switches, routers, wireless access points, and user administration across the organization.
- Maintained endpoint security, antivirus solutions, and backup environments; implemented access control policies and user account management.
- Performed hardware troubleshooting, preventive maintenance, and technical support activities.
- Supported internal business applications, website operations, and software improvement activities.

Desktop & Network Support Technician

Mar 2013 – Jul 2017

Vihangam Yoga, India

- Provided technical support for desktop systems, LAN connectivity, campus-wide IT infrastructure, CCTV systems, and Wi-Fi operations.
- Installed and configured operating systems, software applications, and endpoint security solutions; supported IT operations, troubleshooting, and asset management.

KEY PROJECTS

Enterprise Infrastructure Deployment

- Designed and deployed enterprise-grade infrastructure using Windows Server 2022 with Sophos firewall security, VPN, Zabbix/Nagios monitoring, RAID-backed Synology NAS, Active Directory, GPO, backup solutions, and CCTV integration.
- Improved overall infrastructure reliability, scalability, and operational performance.

Multi-Site Office Infrastructure Expansion

- Led end-to-end IT infrastructure deployment across multiple office locations; configured site-to-site VPN, VLAN segmentation, centralized monitoring, and Wi-Fi infrastructure, improving inter-site connectivity and performance.

Open Source Application Deployment (ERPNext & Mail Server)

- Deployed ERP and Mail Server on Docker/Linux Ubuntu with Nginx reverse proxy, Redis caching, SSL certificates, and DNS; optimized server performance and achieved high application availability.

CERTIFICATIONS & TRAINING

- AWS Cloud Computing Certification – IIT Roorkee (Completed)
- VMware Virtualization Administration
- Sophos Firewall Security Administration
- Disaster Recovery & Backup Management
- Docker & Containerization Fundamentals
- Network Security & VPN Administration

EDUCATION

Bachelor of Computer Applications (BCA)2013 – 2016

Swami Vivekanand Subharti University

CORE STRENGTHS

Enterprise Infrastructure Management • Systems & Network Administration • IT Operations & Technical Leadership • Active Directory & Virtualization Management • Cloud Infrastructure & Deployment • Network Security & Firewall Administration • Disaster Recovery & Business Continuity • Infrastructure Monitoring & Performance Optimization • Server Administration & Patch Management • Technical Documentation & SOP Development • Vendor Management & Cost Optimization • Infrastructure Planning & Multi-Site Deployment • Backup, Storage & NAS Administration • IT Policy Implementation & Compliance • Website Hosting, SSL & Domain Management

ADDITIONAL INFORMATION

Current Location: Vadgaon Budruk, Pune, Maharashtra | Notice Period: 15 Days | Open to Relocation: Yes | Work Preference: Office / Remote | Languages Known: English, Hindi and Marathi