

GAGAN GUPTA

(System Operations Administrator-Linux)

Rackspace, Gurugram

Mobile: 8800677539

Email id: gagan9132@gmail.com

PROFILE:

System Operations Administrator with 6.5 years of working experience with Linux, windows, application, and devices administration also accented with the latest trends and techniques of the field. Have a strong aptitude, determined to carve a successful and satisfying professional career. Strong communication, interpersonal, analytical & team building skills with proficiency at grasping new technical concepts quickly and utilizing the same in a productive manner.

PROFESSIONAL EXPERIENCE:

- **System Operations Administrator -Linux, Rackspace, Gurugram (2.5 years)**

Project Name – Core and Encore

Roles and Responsibilities:

- 1) Working on individual requests from users regarding updating, installing, and troubleshooting servers while managing a team of ten members.
- 2) Providing security to URLs by installing SSL certificates on servers via HTTP, and Plesk.
- 3) Server Monitoring related to Low disk space, high memory utilization, and service failure.
- 4) Creation of Vhosts and disk expansion using LVMs.
- 5) Maintaining Firewall and Scheduling Cron jobs to automate tasks.
- 6) User administration and management.

- **Senior Associate – IT Ops Services, Coforge, Greater Noida (1 year)**

Project Name - Caesars Entertainment

Roles and Responsibilities:

- 1) Day-to-day operational support with maintaining the tickets queue in Service Now and email queue in Outlook.
- 2) Coping a team of seven members with acting as an escalation point for users.
- 3) Creation of new users and passwords for new products with Active Directory and Citrix.
- 4) Installation of operating systems (Windows and Linux) related tools and services.
- 5) Produces reports with Mysql as per the issues faced by the client.

- **Technical Support Consultant, Adobe Systems, Noida (6 months)**

Project Name - Adobe Application and billing

Roles and Responsibilities:

- 1) Creation of new user and password for new products with Active Directory and Citrix.
- 2) Products and Windows troubleshooting through different tools.
- 3) Managing a team of seven members with acting as an escalation point for users.
- 4) Maintaining reports for different services running on the user's system.
- 5) Handling Escalations with the help of a CRM tool.

- **Technical Support Executive, Vihaan Infra Systems, Noida (2.6 years)**

Project Name – RD service and MSO

Roles and Responsibilities:

- 1) The primary responsibility is to carry out day-to-day tasks of the Service Desk, Monitoring and updating Tickets through the Incident management system.
- 2) Different types of Installation and configuration on Linux and Windows.
- 3) Troubleshoot computer/application problems through remote sessions.
- 4) Escalation of issues to SMEs for faster resolution.
- 5) Testing of biometric devices through different tools.

EDUCATIONAL QUALIFICATION:

- Completed M.tech (Communication Engineering) from Galgotias University (AICTE) Greater Noida (U.P.) in 2017. (7.25 CGPA).
- Completed B.tech (Electronics and Communication) from Sunderdeep Engineering College (U.P.T.U.) Ghaziabad (U.P.) in 2015. (68.5%).
- Completed 12 from Maharaja Agrasen Public School(C.B.S.E.Board) Khurja, Distt -Bulandshahr (U.P) in 2011. (69.3%).
- Completed 10 from Maharaja Agrasen Public School(C.B.S.E.Board) Khurja, Distt - Bulandshahr (U.P) in 2009. (82%).

TRAINING PROGRAMME & PROJECTS:

- Project done in M.Tech was **LCD Overdrive Compression Using AM-BTC**(Galgotias university) Greater Noida.
- B.Tech Industrial Training- 6 weeks of **summer training** from HP pvt ltd (Ghaziabad) during end of 3rd year.
- Project Done in B.tech was **Password Based Circuit Breaker**(Sunderdeep Engineering College) Ghaziabad.

TECHNICAL SKILLS:

- **Microsoft tools and Outlook.**
- **ITIL, Service, and Incident Management.**
- **Windows and LINUX.**
- **Mysql(User flow).**
- **AWS(EC2, S3)**
- **DevOps (Git, Ansible, Docker)**

CO-CURRICULAR ACTIVITIES:

- Successful organization of C Programming Quiz in College.
- Volunteer in Prayash Club (Sunder Deep Engineering College).
- Volunteer in Cancer Rally held By Govt of India.
- Player of Cricket from Hostel Heroes team Of S.D.G.I.

PERSONAL DETAILS:

Date of Birth	: 1 Dec 1995
Gender	: Male
Nationality	: Indian
Father's Name	: Sanjeev Kumar Gupta
Permanent Address	: 875, Gyan Lok Colony, Khurja Distt- Bulandshahr 203131

DECLARATION:

I consider myself familiar with Information Technology aspects. I am also confident of my ability to work in a team.

I hereby declare that the information furnished above is true to the best of my knowledge.

PLACE: Noida

(Gagan Gupta)

Date