

Akshay Jagivan Makwana

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India.



Responsible and hardworking individual with 6 years of professional experience in System admin. Information Security Intern major seeking a career in the field where I can gain practical skills and enhance my knowledge in the field of Information Technology.

EXPERIENCE**1. Simple Logic PVT LTD****November 2021- June 2023****Was working on 3rd party payroll of LRN (System administrator)**

- Troubleshooted and resolved all technical issues related to the development team in the various environments.
- Had a close look at the monitoring tools like Nagios, Site24x7, Graylog, RabbitMQ for ease to rectify if any issue occurred.
- Planned, executed, and delivered the projects on a given time.
- Had an AWS console login with L2 level and had some elevated permissions for troubleshooting sessions with the development team.
- Helped in the major project of migration of DB from Oracle to RDS.
- Resolved the issues in the Docker container and also with the Jenkins tool.
- Administrating Domain control and providing access according to the requirement of the user usage (User Creation, Deletion, Password resetting).
- Adding disk space and extending mount points in Linux servers as per the requirement.
- OS hardening on different servers like Web, Application, and Database Servers on both UAT and Production environments.
- Managed the security group to give the connectivity as per the requirement.
- Building, setting up, and configuring the production as well as in the UAT environments.
- Worked closely with the Infosec team to gather evidence for SOC-2 and ISO auditing.

2. Qualispace Web Services Private Limited/Connectreseller**February 2020 – April 2021**

- Rectified the issues related to Dedicated and Cloud Servers with Linux and Windows Operating System.
- Executed Virtual Machines as per the client's need using Virtualization platforms such as Proxmox and Virtualizer as well as Managed Services such as AWS and Azure.
- Handled issues related to Web Hosting services, managing clients, and sustaining the company. relationship with them.
- Interacted with clients via. Live chat, Web-based systems, online forums, and Telephone to resolve their problems and gather feedback.
- Tested & Analyzed of all products & services. Identifying any bugs/issues in the system and assisting in their resolution. Recording, tracking, and reporting problem activity.
- Made strategies to improve efficiency, profitability, and quality of service.
- Set up and Managed Linux / Windows Servers & manage monitoring of servers. Server Hardening and Optimisation
- SSL installation On Plesk, IIS, cPanel, and CentOS Servers.
- Handled migration of Websites and applications from QualiSpace's Cloud Platform i.e. KVM to Azure and AWS Managed services
- Setup and manage the Backup system and automation scripts for the alerts.
- Configured and administrated SSH. RDP, FTP, NFS, Apache, and Nginx Web Servers and changing or allowing ports on the Servers as per the client's need.
- SQL Server Installation and also troubleshooting and Assistance (e.g.: Shrink, Repair, Backup, and Restoration).
- Troubleshooted for Email Services such as Exim, SmarterMail, GSuite, Rackspace, and Office 365. Migration of Emails, Database & Websites using cPanel, Plesk, or without Panel.

**3. Veermata Jijabai Technological Institute
System Engineer – IT Infra**

August 2017 – September 2019

- Managed and monitored all installed systems and infrastructure.
- Repaired hardware/software issues with both Windows and Linux system
- Administered LAN and provided solution for systems or networking related issues. Creating and organizing security policies for web users through Firewall.(CyberoamUTM).
- Installation, Configuration, Administration, troubleshooting, Application Installation, and Application Support on Ubuntu servers
- Application support, Log monitoring and resolving Linux, windows servers issues.
- Administration, Configuration, and monitoring of Virtual Servers on Open-source Virtualization management solutions such as PROXMOX
- Configuration of Cisco Network Switches L2
- Configuration of Cisco core switches for network dhcp management, VLAN creation with its default gateway, created a port channeling to enhance speed, trunking for vlan communication
- Nagios (NMS) Setup for Performance Monitoring of Services hosted and Network monitoring Connectivity

**4. Neuvera Wellness Ventures Pvt Ltd, Mumbai
Executive- IT Infra**

January 2017 - June 2017

- Spearheaded a Network of 150 Users 40 stores and 3 warehouses across India Preparing daily downtime reports
- Planned & scheduled the network and service downtime for various upgrades and maintenance Setting up user's accounts, permissions, and passwords
- Operational work with Redmine Neu Desk Ticketing tool

EDUCATION

B.R Hare College of Engineering and Technology, Mumbai

August 2012- March 2016

Bachelor's Degree

Qualification: Computer Engineering

Project(s): Effective user navigation through website structure Grade: 7.78/10

Bhavans Hazarimal Somani College, Mumbai

August 2008- February 2010

Higher Secondary Certificate (H.S.C)

Marks Obtained: 372

Grade: 63.17

Certifications

1)Red Hat Certified Engineer

CERTIFICATION ID: 190-074-468

URL: <https://www.redhat.com/rhtapps/services/verify/?certId=>

2)Amazon Solutions Architect –Associate

CERTIFICATION ID: 8NB867H1MERQ1DK4

URL: <https://aw.certmetrics.com/amazon/public/verification.aspx>