

ABHAY TIWARI

System Engineer | Infrastructure & Cloud Support

+91 9619294789 | amtiwari59@gmail.com | Bhandup, Mumbai | linkedin.com/in/abhay-tiwari4

PROFESSIONAL SUMMARY

System Engineer with hands-on Level 1 and Level 2 infrastructure support experience across Windows Server and Linux environments. Skilled in Active Directory, Group Policy, TCP/IP, DNS, DHCP, virtualization, AWS cloud services, web hosting, server monitoring, and SLA-based ticket resolution. Experienced in user provisioning, access control, system troubleshooting, asset management, and maintaining reliable IT infrastructure. Holds CCNA, RHCE, and a Diploma in Cloud Computing (AWS).

PROFESSIONAL EXPERIENCE

System Engineer | Paramatrix Technologies Limited | Oct 2025 – Present

- Provide Level 1 and Level 2 technical support for Windows and Linux systems while meeting SLA-based ticket resolution targets.
- Administer Active Directory, including user provisioning, access control, Group Policy management, and domain administration.
- Support TCP/IP networking environments, assisting with DNS/DHCP configuration, IP management, and network/system troubleshooting.
- Manage hardware and software asset lifecycle records to maintain accurate infrastructure inventory.
- Work with Hyper-V and VMware virtualization platforms to support creation and maintenance of virtual machines.
- Perform Linux administration tasks including user management, file permissions, ACLs, SSH, SCP, SFTP, RSYNC, and file-system operations.
- Collaborate with cross-functional teams to maintain system availability, resolve infrastructure issues, and minimize operational disruption.

CORE TECHNICAL SKILLS

Operating Systems: Windows Server, Red Hat Enterprise Linux, CentOS, Ubuntu

Cloud: Amazon Web Services (AWS), EC2, EBS, ELB, S3, RDS, VPC, IAM

Windows Administration: Active Directory, User Management, Group Policy Objects (GPO), Access Control, Domain Management

Linux Administration: User Management, File Systems, Permissions, ACL, SSH, SCP, SFTP, RSYNC, Mounting

Networking: TCP/IP, DNS, DHCP, IP Configuration, Network Troubleshooting, OSI Model, Routing Protocols

Virtualization: Hyper-V, VMware

Monitoring & Support: ManageEngine, SLA-based Ticket Handling, Server Backup Operations

Web Hosting: CWP Panel, cPanel, Account Management, Service Monitoring

CERTIFICATIONS

- **Cisco Certified Network Associate (CCNA)** — NetTech India Institute | July 2025
- **Red Hat Certified Engineer (RHCE)** — NetTech India Institute | Aug 2025
- **Diploma in Cloud Computing (AWS)** — NetTech India Institute | Oct 2025

EDUCATION

- **Bachelor of Computer Science**

V.K. Krishna Menon College of Commerce, Economics and Science | May 2025

- **Higher Secondary Certificate (HSC)**

Ramniranjan Jhunjhunwala College of Arts, Science & Commerce | May 2022

- **Secondary School Certificate (SSC)**

Shivram Singh Sanman Singh English High School, Bhandup (W) | May 2020