

GAURAV SHARMA

IT Support Engineer

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PROFESSIONAL SUMMARY

IT professional with hands-on experience in **Linux administration (RHEL)**, **Windows Server management**, and enterprise infrastructure support. Currently administering production servers for ESIC Delhi, with direct responsibility for monitoring, troubleshooting, VM provisioning on OpenShift Container Platform, network services configuration, and system security hardening. Strong background in technical documentation, SOP creation, and cross-team collaboration.

TECHNICAL SKILLS

Operating Systems

Red Hat Enterprise Linux (RHEL 8/9), Windows Server, Ubuntu

System Administration

User & Permission Management, SSH, System Monitoring, Security Patch Management, Bash CLI

Virtualization

OpenShift Container Platform (OCP), VMware, Docker, VM Provisioning & Lifecycle Management

Networking

DNS, DHCP, IPv4 Subnetting, Routing, Firewall Configuration, Network Troubleshooting, Wireshark

Documentation & ITSM

SOP Creation, Process Documentation, Workflow Design, Incident Troubleshooting, Version Control

Development (Supporting)

React.js, JavaScript, MySQL, REST APIs, HTML/CSS, Git/GitHub

PROFESSIONAL EXPERIENCE

IT Support Engineer - Silvereye IT Solutions

Silvereye IT Solutions · Noida, UP · August 2025 – Present

- Administer RHEL-based Linux servers and Windows Server environments for ESIC Delhi, maintaining high availability and performance across production systems.
- Manage OpenShift Container Platform (OCP) virtualization infrastructure, including VM provisioning, configuration, and lifecycle management.
- Configure and maintain core network services — DNS, DHCP, routing, and firewall rules — across a multi-server enterprise environment.
- Perform system monitoring, OS updates, and security patch management; resolve hardware, software, and network issues.
- Manage user accounts, permissions, and system configurations via Linux CLI and SSH.
- Develop and maintain SOPs, technical runbooks, and process documentation to standardise IT operations.
- Collaborate with cross-functional teams to implement infrastructure solutions and improve system reliability.

EDUCATION

Master of Computer Applications (MCA) · 2023 – 2025

GL Bajaj College of Technology and Management, Greater Noida, UP

Bachelor of Science in Computer Science · 2020 – 2023

Meerut College, Meerut, UP

CERTIFICATIONS

- Network Security Fundamentals – Palo Alto Networks Cybersecurity Academy
- IT Customer Support Basics – Cisco Networking Academy
- Intermediate SQL – HackerRank
- Intermediate Problem Solving – HackerRank

TOOLS & ENVIRONMENT

OS & Servers	RHEL 8/9, Windows Server 2019/2022, Ubuntu	Monitoring	System logs, performance metrics, uptime tracking
Virtualisation	OpenShift (OCP), VMware vSphere, Docker	Security	Firewalld, SELinux, SSH hardening, access controls
Networking Tools	Wireshark, nmap, ping, traceroute, netstat	Scripting	Bash, Linux CLI utilities, cron jobs
Remote Access	SSH, PuTTY, remote desktop (RDP)	Version Control	Git, GitHub
Documentation	SOP writing, runbooks, MS Word, Confluence-style docs	Support	Incident logging, root cause analysis, ticket resolution

SOFT SKILLS

Documentation · Attention to Detail · Communication · Teamwork · Problem-Solving · Time Management · Discipline