

# AJIT SHARMA

Technical Consultant | IT Infrastructure | Identity & Cloud | HPC & Linux | L1-L3 Support  
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## PROFESSIONAL SUMMARY

Results-driven IT professional with 4+ years of progressive experience across L1, L2, and L3 support functions. Proven expertise in identity and directory services, cloud and messaging platforms, HPC environments, and Linux/Windows infrastructure. Experienced in client-facing engagement, POC delivery, and cross-functional collaboration at organizations including COMSOL, Wipro, and Genpact. Adept at scripting, automation, and driving operational efficiency in fast-paced enterprise environments.

## PROFESSIONAL EXPERIENCE

### Technical Consultant

Jan 2026 – Working

Computerware India Pvt Ltd — Gurugram, Haryana – On-site

- Provided L2/L3 IT support across identity, messaging, and endpoint management domains.
- Delivered client-facing POCs and technical demonstrations for enterprise solutions.
- Collaborated with cross-functional teams to resolve complex infrastructure incidents.
- PAM360, AD360, EPC, M365, Acronis EDR & XDR, SDP Ticketing Tool and Technical Support.

### Linux-Windows Administrator

Oct 2025 – Jan 2026

Infineo / Client Deployment — Hisar, Haryana – On-site

- Managed and maintained Linux and Windows server environments, ensuring high availability, security, and optimal performance.
- Administered email infrastructure (Zimbra) and proxy servers, handling configuration, troubleshooting, and user management.
- Implemented and monitored security and performance tools like Wazuh and Zabbix for real-time alerting and system health tracking.
- Performed system updates, patch management, and troubleshooting to minimize downtime and improve overall infrastructure stability.

### Technical Consultant

Nov 2024 – Mar 2025

Qness Corp / Client Deployment — Gurugram, Haryana – On-site

- Implemented and integrated controllers from Delta, Vertiv, and Exicom for real-time monitoring and control.
- Configured bidirectional data flow between field devices and centralized monitoring systems.
- Deployed and managed visualization dashboards using Grafana for performance tracking and analytics.
- Worked on Red Hat Enterprise Linux (RHEL) environment for system setup, configuration, and maintenance.
- Ensured seamless communication, data accuracy, and system reliability across multiple controller platforms.

### System Administrator

Apr 2023 – Aug 2024

COMSOL, Inc. — Bengaluru, Karnataka

- Administered High Performance Computing (HPC) clusters and Linux server environments.
- Managed ZENworks endpoint management and enterprise software deployment pipelines.
- Automated routine sysadmin tasks using Bash and Python scripting, reducing manual effort by ~30%.
- Monitored system performance, capacity, and availability across multi-node HPC infrastructure.
- Coordinated with global teams on infrastructure upgrades, patch management, and DR planning.

### System Administrator / System Engineer

Apr 2022 – Apr 2023

Wipro — Gurugram, Haryana – On-site

- Managed Azure Active Directory (AAD) and AD Connect for hybrid identity synchronization.
- Handled user lifecycle management: provisioning, de-provisioning, group policies, and MFA.
- Supported Microsoft 365 services including Exchange Online, Teams, and SharePoint.
- Resolved escalated L2/L3 tickets, achieving SLA compliance >95% consistently.
- Participated in on-call rotation for critical infrastructure incidents and change management.

### IT Support Engineer

2020 – Apr 2022

Genpact India

- Delivered L1 and L2 desktop, network, and application support for enterprise users.
- Administered Active Directory, DNS, DHCP, and Group Policy Objects (GPOs).
- Imaged, deployed, and maintained Windows endpoints using SCCM/MDT.
- Documented incident and problem records in ITSM tools (ServiceNow/Remedy).

## CORE TECHNICAL SKILLS

**Identity & Directory:** Active Directory, Azure AD (Entra ID), AD Connect, ADFS, LDAP, MFA, SSO, GPO, RBAC, PAM360

**Cloud & Messaging:** Microsoft 365, Exchange Online, Teams, SharePoint, Azure, OneDrive, Exchange Server

**Server & Infrastructure:** Windows Server 2016/2019, Linux (RHEL/CentOS/Ubuntu), DNS, DHCP, SCCM, ZENworks

**HPC & Linux:** HPC cluster administration, job schedulers (SLURM/PBS), Bash scripting, crontab, NFS, SSH

**Scripting & Tools:** PowerShell, Bash, Python (automation/sysadmin), Git, ServiceNow, Jira, Confluence

**Networking:** TCP/IP, VPN, Firewall basics, VLANs, Wi-Fi troubleshooting, proxy configuration

**Client Engagement:** POC delivery, technical presentations, stakeholder communication, documentation

## LICENSES & CERTIFICATIONS

- DevOps Jenkins – Udemy
- Additional certifications in progress (Microsoft, Linux administration)
- Manage Engine PAM360-MECP
- SDP Implementation Expert
- Zoho Mail Administrator
- Manage Engine EPC Associate
- Acronis EDR & XDR

## EDUCATION

**Bachelor of Technology (B. Tech) – Computer Software Engineering** 2015 – 2019

APJ Abdul Kalam Technological University | Grade: A

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

Place: Nirman Vihar, Delhi

Signature: Ajit Kumar Sharma