

Pushpendra Bairwa

Jaipur, Rajasthan, India | +91 8619274820 | push1697@gmail.com | linkedin.com/in/pushpendra16 | github.com/push1697

PROFESSIONAL SUMMARY

Infrastructure and Implementation Support Engineer with 3 years of experience across enterprise IT rollouts, end-user computing, networking, Windows/Linux systems, cloud operations, AV/collaboration systems, and SLA-driven technical support. Played a major role in commissioning the physical and endpoint infrastructure for a new 400+ seat office, including structured cabling, network racks, leased-line connectivity, switches, firewalls, access points, biometric systems, network failover, and conference-room AV distribution (Poly Studio, HDMI-over-CAT6, Zoom Rooms). Configured helpdesk SLA workflows (Zoho Desk) and firewall policy routing (FortiGate SD-WAN). Experienced in incident ownership, root cause analysis, VPN/DNS troubleshooting, MySQL, monitoring, documentation, and cross-functional/vendor coordination. Seeking an Implementation Engineer role in cloud communications and contact-center technology; actively building knowledge of SIP, VoIP, PRI, IVR, ACD, and CTI concepts.

TECHNICAL SKILLS

Implementation & Support: Installation and configuration, incident ownership, L1/L2/L3 troubleshooting, root cause analysis, SLA management and escalation design, ticket handling (Zoho Desk), end-user onboarding, SOPs and technical documentation

Operating Systems: Windows 10/11, Windows Server 2016/2019/2022, Linux Ubuntu/CentOS, Linux CLI, log analysis

Networking & Security: LAN/WAN, OSI and TCP/IP fundamentals, IPv4/IPv6, switches, access points, firewalls, FortiGate SD-WAN policy routing, VPN, DNS, DHCP, leased lines, network failover, structured cabling, connectivity tracing

AV & Collaboration Systems: Poly Studio video bar deployment, HDMI-over-CAT6 extenders, distribution amplifiers for multi-display setups, Zoom Rooms configuration and troubleshooting, conference-room commissioning

Contact Center & Telephony: Contact-center end-user support; SIP, VoIP, PRI, IVR, ACD, and CTI fundamentals currently being learned

Databases: MySQL, MSSQL administration, backup and restoration, SQL fundamentals, PostgreSQL concepts

Endpoint & Workplace IT: Desktop/laptop deployment, endpoint agent installation, policy deployment, printers, peripherals, hardware diagnostics, asset and inventory management

Cloud, Web & Tools: AWS EC2, S3, VPC, IAM, CloudWatch, IIS, Plesk, SSL, HTML/CSS fundamentals, Zabbix, Docker, Git/GitHub, n8n, Bash, and PowerShell basics

PROFESSIONAL EXPERIENCE

The House of Shubhashish

Infrastructure System Engineer

Apr 2026 – Present

Jaipur, Rajasthan, India

- Played a major role in the end-to-end implementation of physical and IT infrastructure for a new office designed for 400+ users, coordinating readiness from planning through operational handover.
- Supported planning and deployment of structured network cabling, network racks, switch-to-switch connectivity, leased-line internet, wireless access points, firewalls, biometric systems, and endpoint infrastructure.
- Configure, monitor, and troubleshoot switches, firewalls, access points, and network connectivity; trace physical and logical faults and support primary/backup network-link failover, including FortiGate SD-WAN policy routing for path-specific traffic control.
- Deployed and maintain conference-room AV distribution systems, including Poly Studio video bars, HDMI-over-CAT6 extenders, and distribution amplifiers for multi-display setups, alongside Zoom Rooms configuration and controller troubleshooting.
- Configured Zoho Desk helpdesk workflows, including SLA policies for L1/L2/L3 tiers, escalation targets, and team-based assignment automation to keep resolution timers accurate.
- Manage endpoint installation and readiness, including Windows builds, business applications, endpoint agents, security and policy deployment, user onboarding, and workstation handover.
- Provide L1/L2 desktop and end-user support for Windows, applications, VPN connectivity, printers, peripherals, and network access, taking issues through diagnosis, escalation, and closure.
- Maintain IT asset and inventory records, device allocation, spares tracking, and lifecycle coordination for desktops, laptops, networking equipment, printers, and accessories.
- Coordinate with ISPs, cabling teams, security and biometric vendors, and OEM support teams to resolve dependencies, validate installations, and maintain service continuity.

PROFESSIONAL EXPERIENCE CONTINUED

Webspiders Interweb Pvt. Ltd.

Server Administrator / Cloud Operations Engineer

Sep 2023 – Nov 2025

Jaipur, Rajasthan, India

- Led L1 support activities and handled escalated L2 incidents across Windows/Linux environments, maintaining 95%+ SLA compliance through proactive monitoring, communication, and timely resolution.
- Troubleshoot Windows Server, Linux, IIS, Plesk, SSL, DNS, firewall, VPN, and application deployment issues while owning customer incidents through logical closure and root cause analysis.
- Completed 100+ Office 365 and Google Workspace migration projects involving account provisioning, domain transitions, MX, SPF, and DKIM changes, cross-tenant configurations, and user troubleshooting.
- Managed customer-facing technical escalations through calls and tickets, documented findings, coordinated internal teams, and implemented preventive measures that reduced recurring incidents.
- Administered AWS services including EC2, S3, VPC, IAM, and CloudWatch; configured Zabbix alerts and integrations for infrastructure monitoring and incident notification.
- Performed MySQL and MSSQL backup and restoration tasks, basic SQL troubleshooting, and n8n/Bash automation for repetitive operational workflows.
- Created SOPs, troubleshooting guides, and knowledge-base articles to standardize recurring support and implementation activities.

LinuxWorld Informatics Pvt. Ltd.

AWS & System Administration Intern

Jul 2023 – Sep 2023

Jaipur, Rajasthan, India

- Worked with AWS EC2, S3, VPC, IAM, and CloudWatch and practiced Linux administration, shell commands, log analysis, and network troubleshooting.
- Learned infrastructure provisioning and deployment concepts using Terraform, Ansible, Docker, Git, and basic CI/CD workflows.

SELECTED IMPACT

- **400+ Seat Office Infrastructure:** Contributed substantially to planning, installation, connectivity, endpoint readiness, AV/conferencing setup, testing, and handover for a new enterprise office.
- **95%+ SLA Compliance:** Consistently managed escalated technical incidents in customer-facing production support environments.
- **100+ Enterprise Migrations:** Delivered Office 365 and Google Workspace migrations with careful DNS and user-transition planning.
- **Operational Improvement:** Used documentation, preventive troubleshooting, monitoring, and automation to reduce repeat work and improve support efficiency.

EDUCATION

Suresh Gyan Vihar University

Diploma in Computer Science & Engineering; CGPA: 7.60/10

2019 – 2022

Jaipur, Rajasthan, India

CERTIFICATIONS & TRAINING

AWS Certified Cloud Practitioner | Google Workspace Administrator | GitHub Foundations

IT Security: Defense Against the Digital Dark Arts – Google/Coursera | Technical Support Fundamentals – Google/Coursera

Advanced DevOps & Cloud Technologies – ARTH, The School of Technologies | AWS Solutions Architect Associate – Pursuing

ADDITIONAL INFORMATION

Open to Bengaluru, Gurugram, Mumbai, Noida, or relocation | Comfortable with rotational and follow-the-sun shifts | Strong English communication and customer-facing support experience