

Nakshtra Yadav

IT Systems Administrator

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Profile summary

IT Systems Administrator with 3 years of expertise in managing production infrastructure, applications, and database environments across on-premises and cloud platforms. Proficient in Microsoft SQL Server, SQL queries, SSIS, SSRS, system performance monitoring, incident management, and change validation. Skilled in migrating on-premises workloads to Microsoft Azure, encompassing configuration, testing, troubleshooting, and post-migration validation. Experienced in PowerShell automation, VMware, SCCM, Veeam Backup & Replication, and providing cross-functional technical support. Demonstrates strong problem-solving abilities and a commitment to optimizing IT systems for enhanced operational efficiency.

Skills

Network Troubleshooting

Firewall Management

Watchguard

Veeam Backup & Replication

VMware

SCCM

PowerShell

Windows Administration

Incident Management

ITIL Processes

AWS

MS Azure

API Testing

API

API Production

Project Management

SSIS

SSRS

Power BI

Troubleshooting

Documentation

Ticket Management

SQL Server

Python

Certifications

- AWS - Cloud Solutions Architect
- Google — System Administration and IT Infrastructure Services

Work Experience

IT Systems Administrator — Results Direct

Nov 2023 - Jul 2026

- Provided Level 1—3 technical and production support, managing incidents, service requests and technical issues across infrastructure, applications, databases and end-user systems.
- Managed IT service tickets and access requests, investigating incidents, troubleshooting issues, documenting resolutions, escalating complex problems and tracking requests through to completion.
- Administered Active Directory, including user account creation and modification, Organisational Unit (OU) placement, security group membership and approved access/permission changes.
- Processed user onboarding, role changes and access modification requests, ensuring appropriate accounts, group memberships and system access were provisioned in accordance with established procedures.
- Investigated and resolved access-related incidents involving user accounts, authentication, group membership, applications and system access.
- Monitored server, application and database health and performance, proactively identifying failures, abnormal behaviour, capacity issues and potential service interruptions.
- Diagnosed recurring and daily system/application failures using monitoring tools, system logs and structured troubleshooting to identify causes and corrective actions.
- Used Microsoft SQL Server and SQL queries for data investigation, validation, troubleshooting and analysis of database/application issues.
- Installed, configured and maintained SQL Server Reporting Services (SSRS) environments, supporting reporting availability, connectivity and operational troubleshooting.
- Installed, configured and maintained SQL Server Integration Services (SSIS) environments supporting data integration and ETL workflows.
- Troubleshot SSIS/ETL job failures, investigating execution errors, dependencies and service issues and coordinating resolution with relevant technical teams.
- Analysed database and application issues using SQL queries, logs and monitoring information to identify unexpected results and potential data issues.
- Implemented, tested and validated system, application and infrastructure changes, confirming service functionality following changes.
- Supported migration of on-premises/local server workloads and services to Microsoft Azure, assisting with configuration, testing, troubleshooting and post-migration validation.
- Supported Azure migration activities by monitoring system health, application availability, connectivity and dependent

services before and after migration.

- Created PowerShell scripts to automate repetitive administrative and operational processes and improve support efficiency.
- Managed SCCM for endpoint monitoring, software deployment, patching, updates and system administration.
- Maintained VMware virtual infrastructure and supported performance, availability and ongoing infrastructure maintenance.
- Managed Veeam Backup & Replication 12, including backup monitoring, restore operations and validation of recovery processes.
- Prepared and maintained technical documentation supporting ISO 27001 audits, operational controls and compliance requirements.
- Collaborated with development, infrastructure, application, MSP and vendor teams to investigate technical issues and coordinate resolution.

Network Engineer — Swinburne University

Feb 2023 - Nov 2023

- Delivered comprehensive network and infrastructure support by monitoring system availability, performance, and connectivity across diverse environments.
- Investigated and resolved network performance, connectivity, and service-related incidents using structured troubleshooting methodologies to identify root causes and restore normal operations.
- Managed, tracked, and coordinated incident, service request, problem resolution, and escalation processes, ensuring timely progression to resolution.
- Monitored network infrastructure proactively to detect abnormal behavior, capacity constraints, and potential service disruptions, minimizing business impact.
- Troubleshot complex multi-vendor infrastructure and service-provider issues, collaborating effectively with vendors and technical teams to achieve resolution.
- Supported implementation, testing, and validation of network infrastructure changes, including maintenance activities and technology upgrades.
- Conducted infrastructure maintenance such as firmware updates, hardware replacements, and configuration adjustments to enhance reliability and availability.
- Investigated service interruptions and connectivity issues impacting users and business applications, promptly restoring services and escalating complex problems as needed.
- Designed and deployed scalable network infrastructure emphasizing reliability, high performance, and service availability.
- Supported routers, switches, bridges, and other network devices by diagnosing and resolving hardware, configuration, and connectivity challenges.

IT Network Administrator — ASN

Apr 2021 - Dec 2021

- Managed network infrastructure, system connectivity, and network policies to ensure secure, reliable, and stable IT operations.
- Monitored network capacity and performance; investigated anomalies and resolved connectivity and infrastructure issues promptly.
- Provided technical support for routers, network devices, and connected systems to maintain high service availability and minimize downtime.
- Maintained daily, weekly, and monthly backup processes to ensure robust data protection, business continuity, and recovery readiness.
- Implemented network infrastructure changes and applied system and network updates and patches to enhance security and performance.
- Administered endpoint devices through SCCM for monitoring, updates, and routine maintenance, enhancing endpoint visibility and control.
- Investigated and resolved user connectivity issues and technical incidents impacting critical business applications to restore operations swiftly.
- Designed, deployed, and maintained VPN infrastructure to enable secure remote access for users and systems.
- Engineered and installed route-based IP network solutions, delivering end-to-end network connectivity and optimization.
- Monitored infrastructure performance proactively; identified and addressed issues to improve network reliability, availability, and continuity.
- Coordinated troubleshooting, maintenance, and escalation efforts to minimize service interruptions and maximize uptime.
- Diagnosed and resolved hardware and connectivity faults in network hubs, bridges, routers, and other devices to ensure optimal network function.

Projects

Veeam Backup and Replication

3 Months

- Implemented and optimized Veeam Backup and Replication solutions over a 3-month period, enhancing data protection and reducing backup windows by 30%.
- Configured and maintained automated backup schedules, ensuring 99.9% data availability and seamless disaster recovery readiness.
- Collaborated with cross-functional teams to troubleshoot and resolve backup failures, improving system reliability and decreasing downtime by 25%.

Education

Professional Study | Business Management
Performance Education, Melbourne

2024

B.Sc | Cyber Security
Swinburne University, Melbourne

2023

Additional information

Languages: English, Hindi