

SANTOSH RAGHUWANSHI

IT Infrastructure Engineer

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PROFILE SUMMARY

IT Infrastructure Expert with 11+ years of experience in Linux Administration, Microsoft Azure Cloud, VMware, Infrastructure Automation, and ITSM-driven operations. End-to-end hands-on experience across the complete server lifecycle, including server build, configuration, maintenance, operations, migration, OS upgrades, and decommissioning. Expertise in Puppet configuration management, server build automation, Linux administration, Bash/Shell scripting, virtualization, security compliance, and enterprise infrastructure management. Experienced in managing IT services through ServiceNow processes, including Incident, Change, Problem, and Request Management, while delivering secure, scalable, and reliable infrastructure solutions.

SKILLS

Linux Administration: Expertise in RHEL, SUSE, Ubuntu, Linux system administration, OS upgrades, patching, hardening, and troubleshooting.

Automation & Configuration Management: Puppet, server build automation, Bash/Shell scripting, and infrastructure standardization.

Cloud & Virtualization: Azure administration (VM, Storage, Cosmos DB, Entra ID, VNet, IAM), VMware ESXi/vCenter, VM provisioning, and virtual networking.

High Availability: RHEL HA Cluster setup, configuration, and shared resource management.

Migration & DR: Enterprise Linux/Unix server migration, upgrade planning, data migration, and disaster recovery activities.

Professional Strengths: Analytical problem-solving, ownership mindset, adaptability, strong communication, customer focus, and ability to lead technical initiatives.

Infrastructure Management: End-to-end server lifecycle experience including build, configuration, maintenance, operations, migration, upgrades, DR planning, and decommissioning.

Application Administration: Installation, configuration, and management of Apache, Tomcat, Nginx, WildFly, SonarQube, Bitbucket, and Artifactory, GitHub.

Security & Compliance: Vulnerability Management, remediation, OS hardening, access management, and security compliance.

ITSM & Change Management: ServiceNow, BMC Remedy Force, BMC Helix, AOTS, CMDB, Incident, Change, Problem, and Request Management.

Project & Stakeholder Management: Jira, iTrack, customer coordination, SLA-driven delivery, and cross-functional collaboration.

PROFESSIONAL EXPERIENCE

Infrastructure Engineer III | Cencora (AmerisourceBergen) - Pune, Maharashtra
04/2025 - Current

Project: Linux Infrastructure Modernization, Puppet Migration

- Led end-to-end migration of Puppet Enterprise to OpenVox, reducing licensing and operational costs while ensuring seamless configuration management across 3000+ Linux servers.
- Executed Linux server migration and OS upgrades across RHEL, CentOS, SUSE, and Ubuntu platforms with minimal downtime and zero impact to critical business services.
- Executed Linux server migration and OS upgrades across RHEL, CentOS, SUSE, and Ubuntu platforms, achieving minimal downtime and ensuring continuity of critical business services and 2000+ Linux servers.
- Performed infrastructure assessments, including system configuration audits, application dependency analysis, and hardware compatibility validation, to develop effective migration strategies.
- Diagnosed and resolved complex post-migration and upgrade issues, including service failures, performance degradation, package dependencies, and configuration inconsistencies.
- Performed comprehensive infrastructure assessments, including system configuration audits, application dependency analysis, and hardware compatibility validation to develop migration strategies.
- Developed Bash/Shell scripts to automate routine system administration tasks, deployment activities, health checks, and operational maintenance.
- Applied OS hardening, security patches, and vulnerability remediation to maintain secure and compliant Linux environments.
- Collaborated with cross-functional infrastructure, application, and security teams to successfully plan, execute, and validate migration and upgrade activities, enhancing overall project efficiency.
- Authored comprehensive technical documentation, migration runbooks, SOPs, and knowledge base articles to support operational excellence and knowledge transfer.
- Operating Systems: RHEL, CentOS, SUSE Linux Enterprise, Ubuntu
- Configuration Management: Puppet Enterprise, OpenVox, Ansible
- Designed and implemented scalable infrastructure solutions to support organizational growth.
- Collaborated with cross-functional teams to integrate new technologies into existing systems.

Technical Specialist | Zensar Technologies Ltd - Pune, Maharashtra

05/2024 - 04/2025

Project: Cencora (AmerisourceBergen) – Linux Server Migration, OS Upgrade & PAM Remediation

Key Responsibilities & Achievements

- Executed end-to-end Linux server migration and OS upgrades across enterprise environments with minimal downtime.
- Assessed system configurations, application dependencies, and hardware compatibility to facilitate effective upgrade planning and execution.
- Assessed system configurations, application dependencies, and hardware compatibility to ensure successful upgrade planning and execution.
- Identified and resolved upgrade-related issues, addressing performance bottlenecks, package dependencies, and system configuration inconsistencies to ensure smooth transitions.

- Applied security patches, system hardening, and post-upgrade validation to ensure stable, secure, and high-performing Linux environments.
- Collaborated with infrastructure, application, and security teams to execute seamless migrations, ensuring uninterrupted business operations.

Technologies: Linux (RHEL, CentOS, Ubuntu, SUSE), PAM, Bash/Shell Scripting, SSH, Systemd, VMware, Linux Administration, Security & Compliance.

Senior Consultant | Nice Software Solutions Pvt Ltd - Pune, Maharashtra

07/2021 - 04/2024

Project: AT&T EDATAMART | Mashreq Bank Project

Key Responsibilities & Achievements: Infrastructure & Platform Support

- Supported enterprise-scale Big Data, Digital Experience, and E-Commerce Analytics platforms delivering business intelligence for att.com and associated web properties.
- Provided infrastructure planning, capacity management, and high-availability support for over 200+ Linux servers across RHEL 7.x/8.x, CentOS, Ubuntu, and Sun Solaris 10/11.
- Performed manual and automated provisioning of Linux systems using CI/CD pipelines and DevOps tools.
- Led server builds, OS installations, patching, and lifecycle management on HP ProLiant (DL580/DL380) G8–G10 hardware.
- Maintained Red Hat Clusters with Active-Active and Active-Passive configurations.
- Configured cluster-managed resources including fencing devices, failover domains, GFS2/EXT4 file systems, Oracle DB services, and application services.
- Cloud & Migration:
- Designed and implemented cloud-ready applications for Azure and AWS, including post-migration support and optimization.
- Facilitated Mashreq Bank server migration, ensuring secure and seamless transitions. Automation & Scripting: Automated repetitive tasks with Shell and Bash scripting, enhancing operational efficiency and minimizing manual errors.
- Security & Compliance: Used Vulnerability Management Services (VMS) to identify and remediate server and application vulnerabilities.
- Installed and managed security tools like McAfee OAS and Sentinel One.
- Built security-compliant system images aligned with CSO UNIX Security Checklist, PCI, SoX, and internal audit standards.
- File Transfer & Access Management: Configured and managed IBM Connect: Direct and Data Router for secure file publishing and subscription.
- Managed user access roles via UAM, including automated access request workflows.
- Worked closely with DBAs, developers, and senior technical leads to optimize application performance and troubleshoot infrastructure issues.
- Coordinated change, incident, and access requests through JIRA and BMC Remedy. Maintained asset inventory and coordinated with vendors for hardware support and procurement.
- Technologies: RHEL, CentOS, Ubuntu, Solaris, Puppet, Shell/Bash, Azure, AWS, McAfee, Sentinel One, IBM Connect: Direct, GFS2, EXT4, Oracle DB, JIRA, BMC Remedy, CI/CD, HP ProLiant Servers.

Asst. Manager IT & Innovations | DCM Food Labs Ltd - Bhopal, Madhya Pradesh

09/2020 - 08/2021

Key Responsibilities & Achievements

- Led end-to-end project planning, requirement gathering, analysis, and delivery for B2B and B2C e-commerce applications.
- Coordinated with stakeholders, development, design, and QA teams to deliver

scalable, business-focused solutions.

- Coordinated with stakeholders, development, design, and QA teams to deliver scalable solutions aligned with business goals.
- Managed AWS cloud infrastructure, application deployment, and production environment support. Managed application deployment, release planning, and production support on AWS, ensuring high availability and performance.
- Directed application testing, quality assurance, and user acceptance testing (UAT) to ensure reliable application performance.
- Integrated third-party services and APIs, including payment gateways, OTP/SMS services, Google, Facebook, and delivery partner platforms.
- Collaborated with business, sales, and end-users to deliver features aligned with business objectives and customer requirements.
- Optimized development workflows and deployment processes, enhancing operational efficiency through continuous improvement initiatives.
- Led team in developing and implementing operational strategies that increased overall team productivity.

Technologies: AWS, Android, REST APIs, MySQL, Payment Gateway Integration, Google APIs, Facebook APIs, OTP/SMS Gateway, Git, SDLC, Agile, B2B/B2C E-commerce.

System and Network Administrator | E-Herex Technologies Pvt Ltd - Bhopal, Madhya Pradesh 01/2017 - 08/2020

Key Responsibilities

- Managed IT infrastructure to ensure high availability and security while facilitating adoption of emerging technologies.
- Administered web-based ERP system to enhance project management, HR, and organizational workflows.
- Maintained LAN/WAN infrastructure, troubleshooting network issues and ensuring optimal connectivity.
- Implemented network security controls, including firewalls, VPNs, and access management, to safeguard organizational assets.
- Managed Zimbra Email Server, including user administration, security policies, anti-spam configuration, and mail services.
- Maintained LAN/WAN infrastructure, troubleshooting network issues to ensure reliable connectivity.
- Administered and maintained a web-based ERP system, supporting project management, HR, and organizational workflows.

System Administrator | Aptech Ltd (On Contract) - Bhopal, Madhya Pradesh 07/2016 - 12/2016

Key Responsibilities

- Configure Windows Server and MS SQL Server to conduct the online assessment.
- Description – Worked as a system administrator and managed windows server remotely from the control room, and handled Windows Server 2012 R2 Standard Edition and MSSQL 2012 Standard and hosted an online assessment Application (Game Changer & Perception). The assignment was to set up the assessment for the various Govt. department recruitment. Configured web server with IIS 8.0, implemented security policies, and performed database backup, mirroring, and task scheduling to ensure system reliability. Setup was with primary & backup servers. Resolved issues by collaborating with L1 engineers and colleagues on a timely basis.
- Managed system maintenance and updates to ensure optimal performance.
- Implemented security protocols to safeguard sensitive data and enhance network integrity. Troubleshoot hardware and software issues, improving system uptime and reliability.

Key Responsibilities

- Supported Reliance Retail Ltd 100+ outlets' end-user IT infrastructure and resolved billing issues.
- Description – Executed technical support for end-users by diagnosing problems and resolving issues via the helpdesk system, telephone, and remote support. Administered security functions for user data through remote and onsite access. The project work involved the installation & troubleshooting of POS, MPOS, and Server, Router, WAP & Switch, Barcode scanners & thermal printers. Troubleshooting Software/Hardware & Network related problems.
- Diagnosed and resolved hardware and software issues for end-users efficiently.
- Provided technical support via remote assistance tools to enhance user satisfaction. Configured and maintained desktop environments, ensuring optimal performance and security compliance.

ACADEMIC QUALIFICATION

Government Polytechnic College Seoni - Seoni, Madhya Pradesh, India

06/2012

3 Years Diploma Engineering: Computer Science

- RGPV Technical University Bhopal (MP)
- GPA: 68.5

Saraswati Hr. Sec. School Seoni - Seoni, Madhya Pradesh, India

06/2008

HSC: PCM Stream

- MP Board
- GPA: 64.4

PERSONAL DETAILS**Date of Birth:** 1989-05-17**Marital Status:** Married**PERSONAL DETAILS**

Language: Hindi, English

CERTIFICATIONS[Microsoft Certified Azure Administrator](#)

Credential ID: 7EC6D613EA79F4C8

PROFESSIONAL INTERESTS

- Proof of Concept (PoC) development and validation
- Research & evaluation of emerging infrastructure and cloud technologies
- Infrastructure Automation and Process optimization
- Continue Learning and technical innovation