RAJEEV UPADHYAY

SYSTEMS ENGINEER

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PROFESSIONAL SUMMARY

Results-driven Systems Engineer with over 6 years of experience at Tata Consultancy Services (TCS) designing, automating, and managing secure, high-availability Windows infrastructure. Proven expertise in Windows Server, Active Directory, SCCM, O365/Azure, Citrix, and VMware. Recognized for driving patch compliance to 98.5%+, reducing incident resolution times by 35% through proactive SolarWinds monitoring, and saving 10+ hours weekly with PowerShell and Python automation. An ITIL-certified professional committed to enhancing system performance, security, and reliability.

WORK HISTORY

Tata Consultancy Services (TCS) - **Systems Engineer**
New Delhi
06/2015 - 06/2021

- Infrastructure & Endpoint Management:
- Orchestrated monthly Windows patching cycles using SCCM/WSUS for 3,500+ servers and workstations, consistently achieving a 98.5% compliance rate and reducing critical vulnerabilities by 80% within 48 hours of patch release.
- Administered a multi-domain Active Directory environment for 5,000+ users, optimizing GPOs and delegation models, which reduced login-related helpdesk tickets by 30%.
- Managed and maintained a hybrid virtualization environment of 200+ VMs on VMware ESXi and Hyper-V, improving resource utilization by 25% through consolidation and rightsizing.
- Cloud & Modern Workplace:
- Played a key role in the migration of 1,500+ user mailboxes from on-premise Exchange to O365, configuring Azure AD Connect and enforcing MFA, resulting in a 40% decrease in password-reset requests.
- Implemented and managed Conditional Access policies in Azure AD to enhance security for corporate applications and data access from unmanaged devices.
- Automation & Performance Tuning:
- Developed and deployed a suite of PowerShell and Python scripts to automate user provisioning/de-provisioning, server health checks, and compliance reporting, saving an estimated 10+ hours of manual effort per week.
- Stabilized a Citrix XenApp farm supporting 500+ concurrent users by tuning policies and optimizing profile management, leading to a 35% reduction in session disconnects and logon times.

WEBSITES, PORTFOLIOS, PROFILES

- https://www.linkedin.com/in/rajeevrockstar/
- www.rajeevupadhyay.com

SKILLS

Operating Systems: Windows Server (2022, 2019, 2016, 2012 R2), Linux (RHEL/CentOS basics)

Directory & Identity: Active Directory (AD DS), Group Policy (GPO), DNS, DHCP, ADFS

Cloud & M365: Microsoft 365, Exchange Online, Azure Active Directory (Azure AD), Azure AD Connect, Conditional Access, MFA, Azure IaaS (VMs, V-Nets, Storage)

Endpoint & Patch Management: SCCM (System Center Configuration Manager), WSUS, Application Packaging (MSI/App-V), Microsoft Intune (MDM/MAM)

Virtualization: VMware vSphere (ESXi, vCenter), Microsoft Hyper-V

VDI / App Virtualization: Citrix XenApp/XenDesktop 7.x, Citrix StoreFront, Profile Management

Monitoring & Logging: SolarWinds (NPM, SAM, NTA), Windows Event Forwarding, Performance Monitor (PerfMon)

Scripting & Automation: PowerShell, Python, Java (for utility tools), Bash

ITSM & Processes: ITIL v4 Framework (Change, Incident, Problem

- Configured custom dashboards and alerts in SolarWinds to proactively monitor critical infrastructure, reducing Mean Time to Resolution (MTTR) for P1/P2 incidents by 35%.
- Collaboration & Documentation:
- Authored and maintained over 30 Standard Operating Procedures (SOPs) and technical runbooks, improving first-call resolution rates for the L1/L2 support teams.
- Adhered strictly to ITIL processes for change, incident, and problem management using ServiceNow, ensuring 100% compliance with organizational policies.
- Key Environment: Windows Server 2016/2019, Active Directory, GPO, DNS, DHCP, SCCM, WSUS, Microsoft 365, Azure AD, VMware vSphere 6.7/7.0, Hyper-V, Citrix XenApp/XenDesktop, SolarWinds, PowerShell, Python, ServiceNow.

EDUCATION

12/2023
Banaras Hindu University
Varanasi, India

Master of Science: Computer Science

12/2014
University of Lucknow
Lucknow, India

Bachelor of Computer Applications

Management), ServiceNow, JIRA

Security & Compliance: Server Hardening (CIS Benchmarks), Vulnerability Management, Antivirus (Defender for Endpoint)

CERTIFICATIONS

IIT Madras: The Joy of Computing Using Python (2023-01 - 2023-04)

IIIT Hyderabad: Online Privacy (2022-01 - 2022-04)

IIT Kharagpur: Ethical Hacking (2022-01 - 2022-04)

Oracle Cloud Infrastructure 2025 AI Foundations Associate (1Z0-1122-25)

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