

Sankalp Patel

IT Infrastructure & Operations Professional

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Summary

Result - driven IT professional with 5 years of experience managing complex enterprise environments and supporting 6,000+ endpoints and ensuring business critical uptime across EdTech, Healthcare and Publications sector. Proven expertise in IT operations management in network infrastructure, Active Directory administration, SDN deployment, systems security, endpoint governance and IT services delivery.

Strong track record of improving infrastructure reliability, reducing downtime and implementing automation strategies that enhance operational efficiency & business continuity. Experienced in leading cross-functional IT initiatives, vendor management, asset life-cycle planning, disaster recovery and security hardening while aligning IT services with organizational goals and compliance requirements.

Positioning towards senior roles in IT Infrastructure management, IT Operations management and Enterprise system administration.

Education

- **Masters in Computer Applications (MCA)**
Integral University, Lucknow (2025 - 2027)
- **Bachelor's in Science (Mathematics)**
Chatrapati Shahu Ji Maharaj University, Kanpur (2019 - 2022)
- **Intermediate**
SKD Academy, Lucknow (2019)

Certifications

- Advanced Diploma in Computer Hardware & Networking (2020)
- ISC2 online certificate in Cybersecurity fundamentals (2025)
- CySA+ (Pursuing)

Professional Experience

1. IT & Technical Executive - Support & Infra

VDK Eduventures Pvt. Ltd, Indore | Aug 2025 - Present

- Operations Leadership
- Azure AD Setup & Identity Access Management
- RMM Monitoring & Endpoint Management
- Strategic Infrastructure
- Process Automation
- Vendor & Inventory Management
- SDN Deployment
- Team Leading & Protocol Suite
- LMS & Service Delivery

2. Desktop Support Engineer

Era's Lucknow Medical College & Hospital, Lucknow | Apr 2022 - Aug 2025

- Enterprise Support
- Network Governance
- Operational Efficiency
- Asset life-cycle Management
- Network Monitoring & Observations
- IoT Endpoint Governance
- Surveillance & CCTV Administration

3. Jr. System Administrator

Thakur Publications Pvt. Ltd, Lucknow | Oct 2021 - Apr 2022

- System Security
- Server Reliability Engineering
- Disaster Recovery Planning
- Asset Lifecycle Management
- Helpdesk & Support

Key Projects & Achievements

- Active Directory Migration
- Security Hardening
- Uptime Optimization
- Network and Infra monitoring via Nagios, Zabbix and Uptime Kuma
- SDN Deployment and Administration
- Information Technology Infrastructure Planning
- Technical team Co-ordination and management
- IT Project Handling and orchestration

Core Competencies

- **IT strategy and management:** Operations management, SLA Adherence, incident and problem management and asset lifecycle planning.
- **Infrastructure & Cloud:** Active Directory, Group Policy , Azure Entra Id, Office365 and Google workspace, VMware, Hyper-V, AWS EC2, S3, VPC and IAM (basic)
- **Networking:** Network administration, network uptime monitoring and issue logging, VPN (inter-branch) architecture, VLAN segmentation, DNS, DHCP, and Fortigate firewall.
- **Automation and Monitoring:** PowerShell scripting, n8n agent automation, Docker, Nagios XI, Veeam and T-RMM.
- **Cybersecurity:** Security Hardening, Access Control Lists (ACL), Disaster Recovery Planning, Patch Management and backup automation via Veeam.

Career Objective

To contribute as an IT Manager by building secure, scalable and high-availability enterprise environments that improve operational efficiency, business continuity and long-term organizational growth.