

Hardyal Singh

SUMMARY

System Administrator with hands-on experience configuring systems, optimizing performance, and managing networks. Skilled in tools like SSMS, PowerShell, and Server Manager to maintain and improve IT infrastructure. Experienced in troubleshooting technical issues using telemetry and log analysis. Able to explain technical concepts clearly to both technical and non-technical teams. Dedicated to learning new technologies and staying current with industry trends.

WORK EXPERIENCE

Allied Solutions, Carmel, IN

System Administrator 03/2024 – Present

- Analyze and troubleshoot database issues using SQL queries to resolve application-related problems and improve system reliability.
- Manage AWS EC2 instances to gain insight into infrastructure setup and operations, enhancing system knowledge and scalability.
- Develop and manage automation projects in Octopus Deploy, streamlining deployment processes and reducing manual effort.
- Optimize internal system processes by identifying inefficiencies, implementing automation solutions using Terraform, and creating comprehensive documentation.
- Monitor and maintain servers using Server Manager and IIS, ensuring high availability and resolving performance bottlenecks.
- Utilize Datadog and SolarWinds to set up alerts, monitor system health, and provide visibility for faster issue resolution.

Tek Experts, Indianapolis, IN

Technical Support Engineer Tier II 12/2022 – 02/2024

- Ensured customer deployments complied with CJIS standards, mitigating potential security risks and documenting all processes in DFM tickets.
- Diagnosed complex issues by utilizing Unify and crafting Kusto queries to retrieve POS logs, CSU events, and critical telemetry data, thoroughly documenting findings in DFM.
- Identified and resolved CSU performance bottlenecks, enhancing system responsiveness and user experience while documenting solutions for future reference.
- Leveraged Lifecycle Services (LCS) to identify bugs, locate hotfixes, and analyze customer telemetry, enabling proactive issue resolution and documenting all outcomes in DFM.
- Used Microsoft SQL Server Management Studio to troubleshoot channel synchronization issues, diagnose database problems, analyze event logs and network traces, and document root causes and resolutions in DFM.

The Heritage Group, Indianapolis, IN

Senior Service IT Instructor 09/2022 – 12/2022

- Delivered technology education workshops for adults aged 45+ as part of the RISE program, focusing on basic technology topics and information security practices.
- Designed and presented engaging content tailored to seniors' needs, fostering digital literacy and building confidence in using technology.
- Provided hands-on assistance with troubleshooting technical issues, ensuring a positive learning experience through clear communication and patience.

PROJECTS

Personal Portfolio Website 10/2024

- Designed and developed a personal portfolio showcasing advanced front-end development and complex CSS.
- Integrated links to social media profiles, work samples, and past projects to highlight professional expertise.
- Included collaboration links for project opportunities and demonstrated key accomplishments.

Docker Containerization Deployment 12/2023

- Spearheaded the creation of reusable Docker base images, enabling efficient future deployments and container management.
- Deployed Pi-Hole using Docker, implementing a DNS sinkhole for effective ad-blocking and enhanced system performance.
- Optimized WordPress deployment using Docker, streamlining scalability and simplifying maintenance for improved website reliability.

CONTACT

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SKILLS

Technical:

Programming Languages: SQL, Python, JavaScript, PowerShell, Bash Scripting
Software: SSMS, Azure Data Explorer, DFM, Jira (ticketing systems), Datadog, Terraform, AWS, Octopus Deploy, SolarWinds
Operating Systems: Windows Server, Ubuntu, Kali Linux
Version Control & Development: GIT
Virtualization: VMware, VirtualBox
Networking: Familiarity with NOC operations and network troubleshooting tools (e.g., Wireshark)
Security: FTP Server
Containerization: Docker
Other: Full-Stack Development (Back-End and Front-End)

Transferable:

Problem-Solving & Analysis: Analyzing event logs, network traces, and telemetry data to identify root causes of complex technical issues in both system and security contexts.
Technical Support: Providing advanced technical support for system and application deployments, resolving tier-2 customer issues efficiently.
Communication & Documentation: Communicating technical concepts clearly to diverse audiences, documenting findings and resolutions for reference.
Compliance: Ensuring deployments meet compliance standards such as CJIS.
Data Management: Troubleshooting synchronization and database performance issues.
Continuous Learning: Staying current with industry advancements, including emerging technologies and security practices.

EDUCATION

PURDUE UNIVERSITY, SCHOOL OF
ENGINEERING AND TECHNOLOGY

B.S. COMPUTER & INFORMATION
TECHNOLOGY

Indianapolis, IN — 05/2024

Major – Information Security

Coursework - Applied Secure Protocols, IT Security Risk Assessments, System Analysis and Design, Cybersecurity and Network Programming, Advanced Network Administration and Security, Digital Forensics

CERTIFICATIONS

- Google Cybersecurity
- CompTIA Linux+ (Pursuing)
- AWS Certified SysOps Admin – Associate (Pursuing)