SAMARTH PATEL

Systems & Infrastructure Engineer | Windows · Linux · VMware · Azure · Automation

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SUMMARY

Systems and infrastructure engineer with 8 years of experience administering, securing, and modernizing enterprise Windows, Linux, VMware, and Azure environments. Hands-on with vSphere, SAN and NAS storage, Dell hardware, Active Directory, Microsoft Entra ID, Intune, and Azure. Automates administration with Ansible, PowerShell, Bash, and Python, and supports production in regulated, HITRUST/SOC-audited environments with PHI-sensitive systems. Also builds and runs personal projects with Docker, CI/CD, and AI agents.

CAREER HIGHLIGHTS

- Upgraded a production VMware cluster from ESXi 7.0.3 to 8.x and vCenter from 7.x to 8.x, one host at a time, under change control.
- Migrated production workloads to a new Dell PowerStore 500T array with no production disruption.
- Led the RHEL 7 to RHEL 8 migration to retire end-of-life servers.
- Supported 15,000+ Unix/Linux servers in 24x7 production at Verizon.
- Integrated Five9, Salesforce, NinjaOne, and other applications with single sign-on through Microsoft Entra ID.
- Set up Microsoft Intune and deployed NinjaOne RMM, Defender for Endpoint, CrowdStrike Falcon, and Rapid7 agents.
- Produce HITRUST and SOC control evidence and access reviews. Hold the Azure Administrator Associate (AZ-104) certification.

TECHNICAL SKILLS

Virtualization	VMware vSphere 7/8, ESXi, vCenter Server Appliance, vMotion, Storage vMotion, HA, DRS, templates, snapshots, vROps
Storage & Backup	Dell PowerStore 500T, Veeam, N-able Cove Data Protection, tape backup, SAN zoning, LUN and datastore provisioning, NAS (NFS, SMB)
Servers & Hardware	Dell OpenManage Enterprise (OME), out-of-band management, RAID, firmware updates, rack and stack, PXE builds
Windows & Directory	Windows Server, Active Directory, Group Policy, DNS, DHCP, Microsoft 365, certificates
Linux & Unix	RHEL 7/8, CentOS, Ubuntu, Solaris, AIX, Red Hat Satellite, Kickstart, LVM, systemd
Cloud & Identity	Microsoft Azure (virtual machines, virtual networks, storage), Microsoft Entra ID, single sign-on (SSO) for SaaS applications, hybrid identity
Automation & Code	Ansible, Red Hat Ansible Automation Platform, PowerShell, Bash, Python, Git/GitHub, Docker, CI/CD
Endpoint & Patching	Microsoft Intune, NinjaOne RMM, PDQ Deploy, WSUS, SCCM, BigFix, Flexera
Security & Compliance	Defender for Endpoint, CrowdStrike Falcon, Rapid7, Zscaler Private Access (ZPA), Axonius, vulnerability remediation, HITRUST, SOC, PHI
Monitoring & ITSM	Zabbix, Site24x7, Nagios XI, HP Operations Manager, ServiceNow, Jira, change management
Networking & Services	TCP/IP, VPN, TLS certificates, Zimbra, Postfix, Nginx, Secure Email Gateway
AI & Automation	Anthropic and OpenAI APIs, n8n, AI agent workflows

PROFESSIONAL EXPERIENCE

Systems Engineer | **Wolters Kluwer**, Chicago, IL — Jul 2023 - Present

VIRTUALIZATION & STORAGE

- Upgraded ESXi from 7.0.3 to 8.x and vCenter from 7.x to 8.x through controlled changes with pre-checks, host-by-host maintenance mode using vMotion, and post-change validation.
- Migrated production workloads to a new Dell PowerStore 500T array with no production disruption. Handled SAN zoning, datastore creation, and live storage migration, and scheduled maintenance windows with application and server owners.
- Administer the production VMware ESXi cluster and vCenter Server Appliance, including host maintenance, HA and DRS, resource allocation, templates, snapshots, and certificate management. Apply VMware security patches for CVEs.
- Provision and configure new VMware virtual machines based on operating system, application, CPU, memory, storage, and networking requirements.
- Manage SAN and NAS storage, provisioning LUNs, datastores, and NFS/SMB shares and monitoring capacity and performance.
- Manage Dell server hardware with OpenManage Enterprise (OME) for hardware health alerts, inventory, and firmware updates.
- Back up production systems with Veeam and tape.
- Provide onsite data center support: rack and stack servers, replace failed components, run cabling, and handle vendor RMAs.

WINDOWS & ENDPOINT

- Administer Windows Server systems, including roles and features, services, certificates, OS upgrades, and lifecycle work on aging servers.
- Manage Active Directory users, groups, service accounts, and VPN access.
- Set up Microsoft Intune for device enrollment, configuration, and compliance policies.
- Deployed NinjaOne RMM for endpoint monitoring, patching, and remote management.
- Run monthly Windows patching with WSUS and PDQ Deploy, packaging third-party client applications in PDQ and validating servers after reboot.

LINUX & AUTOMATION

- Led the RHEL 7 to RHEL 8 migration, rebuilding and upgrading servers to retire end-of-life systems.
- Write and maintain Ansible playbooks for Linux patching, package management, user and sudo configuration, and service checks; standardize builds with Red Hat Ansible Automation Platform.
- Build and deploy Linux web application infrastructure for production releases, handling both the infrastructure and application sides of each deployment.
- Administer the PHI-sensitive Zimbra mail environment on RHEL 8 with Secure Email Gateway and Zix encryption, and renew and validate TLS certificates for HTTPS, SMTP, and mailbox services.

CLOUD & IDENTITY

- Build and configure servers in Microsoft Azure, including VM provisioning, networking, and storage.
- Integrated Five9, Salesforce, NinjaOne, and other SaaS applications with single sign-on (SSO) through Microsoft Entra ID, and set up user and group assignments for each application.
- Handle Microsoft Entra ID user provisioning, group management, and access controls.
- Troubleshoot issues on Azure-hosted systems and services.

SECURITY & COMPLIANCE

- Deploy and maintain Microsoft Defender for Endpoint, CrowdStrike Falcon, Rapid7, BigFix, Flexera, and Axonius agents; built a BigFix relay VM and am deploying Zscaler Private Access (ZPA).
- Perform vulnerability assessment and remediation, including Rapid7 findings for exposed credentials and insecure key storage.
- Produce HITRUST and SOC control evidence and access reviews.

MONITORING & OPERATIONS

- Proactively monitor resources and system availability with Zabbix and Site24x7 to catch issues before they affect production.

- Provide Level 2/Level 3 production support and lead incident response across infrastructure, mail, VPN, and access issues, driving root-cause fixes.
- Collaborate with application, security, network, and operations teams so changes meet functional, security, and compliance requirements.
- Create and maintain technical documentation, SOPs, runbooks, and rack and network diagrams.

Systems Engineer | **Verizon**, Temple Terrace, FL — Jan 2021 - Jul 2023

- Supported 15,000+ Unix/Linux servers (RHEL, CentOS, Solaris, AIX) in 24x7 business-critical production environments.
- Deployed Red Hat Enterprise Linux builds on physical and virtual servers using Red Hat Satellite and Kickstart.
- Performed RHEL server provisioning, upgrades, patching, configuration, and performance tuning across Linux and VMware environments.
- Wrote Ansible playbooks and Bash scripts to automate patching, configuration, user management, and health checks, cutting manual effort and keeping server builds consistent.
- Designed and supported VMware infrastructure: built and sized VMs, managed templates and snapshots, and troubleshot guest OS and host issues with infrastructure and application teams.
- Resolved escalated Unix/Linux issues involving CPU, memory, filesystems, LVM, services, networking, permissions, and package dependencies.
- Managed SCCM deployments, Windows software updates, and endpoint support across enterprise systems.
- Monitored server health with Nagios XI and HP Operations Manager and drove alerts through to resolution.

Systems Administrator | **OCLC**, Dublin, OH — Nov 2018 - Dec 2020

- Administered Windows Server, Linux, and Solaris production systems and VMware virtual machines, plus DNS, DHCP, and VPN services.
- Performed bare-metal server installs: racked hardware, configured RAID and out-of-band management, and provisioned operating systems through PXE-based deployments.
- Supported SCCM software deployment, Windows patch management, and asset tracking.
- Managed backups with N-able Cove Data Protection.
- Replaced failed disks, memory, and power supplies and worked with hardware vendors on warranty repairs.
- Documented build procedures and runbooks, and helped application teams troubleshoot Unix/Linux issues.

PROJECTS

- **Domain Security Scanner:** Web app in production that checks a domain's public security posture and breach exposure and emails a PDF report. Built with Next.js, TypeScript, and PostgreSQL (Supabase), deployed from Git through Vercel.
- **Self-Hosted Automation Server:** Ubuntu 24 server running Docker services behind Caddy with automatic TLS. Hosts n8n workflows that connect APIs and AI models.
- **Python Alerting Service:** Python service running under systemd that processes market data, runs an AI vision check through the Anthropic API, and sends alerts to Telegram.
- **AI Agent Workflows:** Voice agents and workflow automations built on Claude, GPT, and Gemini models and run through n8n.

CERTIFICATIONS

Microsoft Certified: Azure Administrator Associate (AZ-104) — Oct 2024
Microsoft Certified: Azure AI Fundamentals (AI-900) — Oct 2025
Microsoft Certified: Azure Fundamentals (AZ-900) — Oct 2023