

Vikram Singh

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Skills

Operating Systems: Linux (RHEL, Ubuntu), Windows
Cloud Platforms: AWS, Azure, GCP
PLM Applications: Windchill
Server Monitoring: Zabbix, Checkmk
Languages & Automation: Bash, Shell Scripting, Python, Playwright
Service Platforms: ServiceNow, Salesforce
Networking & Security: Cisco Routers, Sophos XG, SSL, Firewalls
Database: PostgreSQL (Production)
Virtualization: Hypervisor-based Infrastructure

Work Experience

PTC, Gurugram (Hybrid) Oct 2022 – Present

Cloud Service Ops Engineer

- Manage cloud and on-prem production environments ensuring high uptime and service availability.
- Support, deploy and maintain PLM application (Windchill) including upgrades, patches, configurations and troubleshooting.
- Work across full-stack layers including networking, Linux servers, SSL certificates, hypervisors, and databases.
- Use Zabbix and Checkmk to monitor systems, analyze failures, reduce recurring incidents, and improve performance.
- Automate operational tasks using Bash, Shell scripts and CLI tools to improve efficiency.

Ameyo, Gurgaon Aug 2021 – Aug 2022

Product Engineer L2

- Managed Linux servers, databases and production applications ensuring smooth end-user operations.
- Implemented server upgrades, SSL installations, patches and deployments across production environments.
- Conducted in-depth analysis and tracking through ServiceNow and Salesforce reporting.
- Automated operational tasks using Bash scripting and system-level tools.
- Maintained continuous service visibility through monitoring platforms including Zabbix and Checkmk.

Ameyo, Gurgaon Apr 2021 – Aug 2021

Engineering Intern

- Supported production Linux servers and PostgreSQL databases in a controlled infrastructure environment.
- Assisted in troubleshooting, system monitoring, log analysis and reporting.

Education

B.Tech – Computer Science Engineering (Krishna Engineering College)	69%
Class 12 – Kendriya Vidyalaya	64%
Class 10 – Kendriya Vidyalaya	72%

Project Work

- **Cloud Monitoring Automation:** Automated checks for CPU, RAM, services, processes and SSL expiry using Bash, integrated with email alerts.
- **Playwright UI Testing Setup:** Developed Python-based browser automation suite to test UI response and capture failure logs.
- **Hypervisor Deployment Workflow:** Script-based installation workflow for provisioning new VMs with standardized production configurations.

Awards and Certificates

- Google Cloud Fundamentals – Internal Training
- AWS Technical Essentials – Internal Training
- Linux Administration Workshop – Internal Training
- Recognition for improving system stability and monitoring reliability