

ASHWIN M.A

IT SUPPORT ENGINEER 📍 CHENNAI, 600053, INDIA ☎ +91 8667854812, 9940459462

◦ DETAILS ◦

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maashwin115@gmail.com

Date / Place of birth
03-03-1997
Chennai

◦ SKILLS ◦

Linux
Mac OS
Cloud computing
AD Windows Server 2012 R2
IT Troubleshooting
Web Server like Apache, Nginx
Database like MySQL , MariaDB ,
MongoDB
Hardware
Bash Scripting
Python
Microsoft Office
Communication Skills

◦ LANGUAGES ◦

English
Tamil



PROFILE

Motivated IT support technician seeks a new position in a dynamic, growth-oriented company focused on cultivating exceptional customer experience and a positive work environment. With experience handling networking concerns, implementing new software, installing new hardware, and addressing user concerns, and driving the achievement of departmental goals.

- Assisting users in person and remotely with hardware-related concerns.
- Utilizing technical training to resolve concerns related to software functionality.
- Providing phone and online support to users.
- Proven IT support technician skilled in customer service and ticketing systems.



EMPLOYMENT HISTORY

Hardware Engineer at Care IT solutions Pvt Ltd, Chennai

January 2016 — July 2016

- Hardware testing Experience in troubleshooting memory is highly desirable
- Development, analysis, and testing of specific hardware systems
- Tested and debugged different hardware components (CPU, Memory, and Motherboard).

IT Support Engineer at Computer Factory India Pvt Ltd, Client as Rage Communications Pvt. Ltd. , Chennai

August 2016 — Present

- Managed **GitHub** repositories and permissions, including branching and tagging
- Integrated **GitHub** repositories into Jenkins to automate the code check-out process.
- Developing **Docker** images to support Development
- Installing, configuring, and maintaining Continuous Integration like **Jenkins**.
- Deployment of **Docker** containers for development
- Monitoring Disk Utilization, Resource Usage, and Server Up time using **Nagios**.
- Creating **LAMP** and LEMP stack **VM'S** in **XenServer** as Developer Requirement.
- Adding New Physical Hard Disk to the **Xenservers**.
- Installing, configuring, and Hosting Sites in **WordPress**
- Taking Incremental and Full Backup using **Rsync** tool.
- Scheduling Crontab for Rsync Backup and Analyzing Rsync logs for failed jobs.
- Configuring **Samba Server** and Creating Samba Share.
- Creating **SFTP** in Staging Server for Secure File Transfer.
- Basic Experience for hosting Site in **AWS**
- Creating **MYSQL** Databases in Local Servers.
- Troubleshooting DNS Issues Using **DIG Tool**



EDUCATION

DIPLOMA in Electronics and Communication Engineering, S.A Polytechnic College, Chennai

July 2013 — December 2015



COURSES

RED HAT CERTIFIED SYSTEM ADMINISTRATOR, Advantage Pro , Chennai, Certification

Number: 170-161-558

July 2017