KAJAL SHASINDHRAN

Luton,UnitedKingdomLU2 0FR| 7587635151| kajalshasindhran@gmail.com

Professional Summary

Level 2 Support Engineer with 3.5 years of experience in utilizing technical knowledge to analyze, troubleshoot and resolve issues with websites, email and servers. Consistently recognized for providing exceptional level of customer service and communication. A self-starter who takes initiative and provides effective support to team members and clients.

SKILLS

Technical Skills
- Linux (CentOS, RHEAL, Ubuntu)
- Windows
- SQL
- Microsoft Office 365
- Google Workspace
- Google Sheets
- Active Directory

Professional Skills
- Excellent problem-solving
- Customer Service
- Communication
- Active Listener
- Time Management
- Decision Making

Experience

Level 2 Support Engineer   08/2020 to 10/2022
Diya Systems   Mangalore, India
- Analyzed and resolved support tickets against Service Level Agreements (SLAs) through Salesforce
- Resolved incoming and outgoing email issues on Webmail, Microsoft Office 365 and Google Workspace
- Configured email accounts on desktop clients (Apple Mail, Outlook, Thunderbird, Windows Mail) and mobile applications
- Troubleshooted and resolved technical issues with websites created on different builders (WordPress, Weebly, Joomla, Magento, Drupal, etc.)
- Troubleshooted and resolved technical issues with websites created using different programming languages (PHP, HTML, JavaScript, Python, node.js, etc.)
- Troubleshooted API integration issues
- Incorporated SEO techniques to verify maximal site exposure to search engines, robots and crawlers
- Managed scanning of websites for possible malware and vulnerabilities with further updates
- Improved website functionality by updating codes, plugins and extensions
- Expertise in the support of fundamental technologies such as DNS, SSH, SFTP, FTP and TCP/IP
- Identified issues within the website databases (MySQL) and implemented adequate solutions
- Assisted with migrating websites and emails from third-party hosting providers
- Employed advanced troubleshooting using Linux commands (e.g., curl, dig, git, grep, traceroute)
- Installed and configured different web applications on servers based on CentOS and RHEAL operating systems
- Provided Firewall configuration and Administration (Creating and removing firewall rules as needed)
- Monitored overall server performance using Zabbix and provided real-time solutions
- Oversee a Kanban board, ServiceNow and Jira for ticketing, case creation and escalation procedures
- Escalated tickets to Level 3 support when outside the scope of Level 2 support

Level 1 Support Engineer   **05/2019 to 08/2020**
Diya Systems   **Mangalore, India**

- Analyzed and resolved customer issues in live chat through Genesys
- Troubleshooted and resolved incoming and outgoing email issues on Webmail
- Assisted with email account user creation and configuration
- Troubleshooted and resolved technical issues with websites
- Assisted with installing, uninstalling and updating website plugins and themes
- Resolved user interface problems with cPanel/WHM and Control Panels
- Optimized website for speed, scalability and security
- Identified performance issue with Shared, Dedicated, Cloud and VPS servers
- Assisted with installing and renewing SSL certificates.
- Escalated tickets to Level 2 support when outside the scope of Level 1 support

Education

Master of Computer Application   **2020**
Shree Devi Institute of Technology   Mangalore

Bachelor of Computer Application   **2018**
Srinivas Institute of Management Studies   Mangalore

Achievements

- Recognized as the "Star Performer of the Week" and "Star performer of the month" multiple times.
- Appreciation from the client for fixing high priority tickets with quick turnaround time.
- Solved 99% of Level 2 tech support tickets without needing to escalate to Level 3 tech support engineers.