



Deeksha Kaila

Seeking roles in Software Support,Desktop Support,Database Management,Configuration Management,Server Management,Quality Assurance,Apache Tomcat,Requirement Gathering,Client Servicing,Troubleshooting,Active Directory,SQL Server,MySQL,Linux,DHCP,DNS

Current Designation: Software Specialist	Total Experience: 2 Year(s) 6 Month(s)
Current Company: eClinicalWorks	Notice Period: 1 Month
Current Location: Ahmedabad	Highest Degree: MTech
Pref. Location: Bengaluru / Bangalore,Pune,Australia	[Electronics/Telecommunication]

Functional Area: IT Software - Application Programming / Maintenance
Role: Tech Support Engr
Industry: IT-Software/Software Services
Marital Status: Single/unmarried

Key Skills: Specialist,Tech Support Engineer,Software Support,Desktop Support,Database Management,Configuration Management,Server Management,Quality Assurance,Apache Tomcat,Requirement Gathering,Client Servicing,Troubleshooting,Active Directory,MySQL,Linux,DHCP

Verified : Phone Number | Email - id

Last Active: 18-Jan-21 Last Modified: 18-Jan-21

Jump to Section

[Work Experience](#) |
 [Education](#) |
 [IT Skills](#) |

Summary

Accomplished and goal-driven software specialist with 2 years of experience in IT operations and production support in Cloud based Electronics Health Records Company. Expertise in utilizing technical knowledge to provide the troubleshooting techniques to clients. Seeking a challenging position, which will permit me to use and enhance my skills in a progressive and dynamic organization.

Work Experience

eClinicalWorks as Software Specialist
Jun 2018 to Till Date

Responsible for Configuring and Managing Apache Tomcat Server, Database server based on MYSQL and SQL Server. Deployment of EMR Version/content upgrades on customers infrastructure and on cloud server (MS Azure) through CHEF Automation Tool.

Assured Quality performance as per defined SLA and processes. Responded to all customer care tickets via telephone or the email.

Experience in creating and managing server cluster architectures such as High Availability system. Worked on database backup, recovery and replication techniques.

Responsible for troubleshooting EMR software on SAAS/Multi server environment having windows and Linux as an operating system.

Working knowledge of active directory, DNS and DHCP.

Worked on verifying connectivity between remote servers using Windows Management Instrumentation tester.

Translated technical concepts and information into terms all parties could easily comprehend.

[^ Back to Top](#)

Education

UG: **B.Tech/B.E (Electronics/Telecommunication)** from **ITM University** in **2015**

PG: **M.Tech (Electronics/Telecommunication)** from **Madhav Institute of technology and Science** in **2017**

[^ Back to Top](#)

IT Skills

Skill Name	Version	Last Used	Experience
Apache Tomcat, MYSQL, EXCEL			



Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

Apache Tomcat, MySQL, Linux

Microsoft SQL Server, Linux

[^ Back to Top](#)

Languages Known

Language	Proficiency	Read	Write	Speak
English				

[^ Back to Top](#)

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent / Temporary

Employment Status: Full Time, Part Time

[^ Back to Top](#)