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|  | Sachchidanand Shukla | | |  |
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| Contact  1111 Block F, Sec 23-A  Gurugram, Haryana 122017  +91-9870180080  sachchidanandshukla@live.com  [www.linkedin.com/in/snshukla/](http://www.linkedin.com/in/snshukla/)  sachchidanandshukla.in | | Profile An excellent academic record, talented system administrator offering experience of 4 years in Unix/Linux environment and expertise in several flavors of Linux including Red Hat, CentOS, Ubuntu, Oracle Linux. Strong Grasp of computer security, assorted operating systems, numerous application, and mixed platforms. | | |
| Skills Adaptability and Flexibility  Communication  Teamwork  Multi-tasking  Analytical Thinking    Technology Summary  Linux Administration  Virtualization Technology  Hands on Database Administration  (oracle, postgre, MySQL)  Network Administration  Hands-on Oracle Cloud Infrastructure and AWS  VOIP/SIP, Asterisk  Active Directory Domain Services  Linux Server Hardening  Webserver Administration  Education  B. Tech - Computer Science  (Shobhit University, 2009-13)    Activities and Interests  Surfing, Reading, Cooking  FIFA Mobile, PUBG  Cloud Computing, Software Defined Services  Achievements   * Configured filesharing server on Centos Linux integrating active directory authentication saving new hardware investments. * IT Infrastructure setup for 150+ Employees. * Implemented company-wide work from home network connectivity via Cisco AnyConnect VPN setup. | | Experience **Advology Solution Pvt Ltd• Gurugram**  Linux System Administrator, 2016 to Present  Technical Support Associate, 2014 to 2016  Promoted to system administrator role to lead a 10 member IT team in configuring, troubleshooting and maintaining Linux and Unix infrastructure for mid-sized digital marketing company.   * **Performance Tuning:** Ensure that assigned systems were engineered, configured and optimized for maximum functionality and availability. Implement solutions that reduced single point of failures and improve system uptime to 99.9% availability. * **Project Management:** Lead Enterprise wide Hardware/Software installation; oversaw major server upgrade/expansion project that improved network access protection, terminal services, and network performance; and integrate new technologies into existing data-center environments. * **Security:** Closely work with in-house Network engineers to strengthen system/network security and business continuity planning as a member of company’s security incident response team. * **Troubleshooting:** Rectified many issues by instituting best practices in system log analysis, backups, network operating security, user account/permission management and system/software auditing.   April 2014­— March 2016   * Deliver high-quality second-level service of the technology environment, manage service now incidents, provide desktop services and asset management. * Manage work order resolution through first call resolution as per industry standards * Complete effective work orders timely and efficiently to provide best troubleshooting results * Proactively communicate with customers, from analysis through resolution, to keep them informed of status; provide follow-up upon resolution to ensure customer satisfaction * Provide intermediate-level network troubleshooting and services. * Integration support for OS X and Windows. * Provide ongoing support and communication to other staff members, promoting an empowered, multi-disciplinary team environment. * Maintain effective communication with Team leaders, Service Desk teams, Vendors, manufacturers, and service providers. * To be proactive in the avoidance of repetitive incidents through publishing “how to’s and “tips” to users on a regular basis and ensuring that the knowledge base is kept up to date at all times. * Provide ongoing support and communication to other staff members, promoting an empowered, multi-disciplinary team environment. * Maintained composure and patience dealing with difficult costumer situations. | | |
|  | | Additional Experience:  * Web hosting Panel Installation on VPS for hosting websites and other services e.g. cPanel, WHM, Webmin, CentOS Web Panel. * Contact Centre Solution setup on VPS for IVR Broadcast and VOIP call termination and origination. * Configuration of Online Backup Solution for VPS. * Opensource Software defined storage setup for backup and filesharing. * SMTP mail server configuration and DNS Setup for Effective delivery of bulk emails. | | |
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