

RESUME

Mr. Santosh A. Jomde

Redhat Certified Engineer [RHCE]

Redhat Certified System Administrator [RHCSA]



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**RED HAT
CERTIFIED**

ENGINEER



CORE COMPETENCIES

Well versed with:

- ❑ Installation/ Configuration of LAN Networking, installation and virtualization of Linux
- ❑ Installation and upgradation of OS, kernel, additional packages using RPM and YUM
- ❑ Installation of all kinds of Systems applications and Antivirus
- ❑ Configuration of Server NTP, DHCP, DNS, FTP, HTTP, NFS, SAMBA, SSH, iSCSI, SMTP, LDAP
- ❑ Managing SE- Linux, TCP Wrapper and firewall- network security, server performance and application process, disk partition, SWAP and LVM
- ❑ Executing file system management, ACL and backup tools
- ❑ Managing IPv4, IPv6, port forwarding, and NIC teaming; relational database Maria DB, My SQL
- ❑ Hands on experience with hardware Installation, maintenance & trouble shooting.
- ❑ Knowledge of File server, print server, Etc.
- ❑ Commercial technical support experience of servers and network infrastructure.
- ❑ Working with online tools like TeamViewer , Amy Admin , Any Desk , Showmypc, Skype
- ❑ Excellent customer facing skills.
- ❑ A positive attitude towards customer service and good communication skill.

SKILLS

System Administration

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Linux Administration

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Technical Support

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Networking

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Installation/ Configuration

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Troubleshooting

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Server Configuration

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System Security

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Networking Principles & Procedures

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OBJECTIVES

My professional experience as a Technical Support Head with over 13 years solid experience and expertise in Software Support, Training & SQL related problems. Challenging position in IT Technical / Software / Application / Production support and IT operations as Senior Associates/Team leader/ EDP in-charge, IT officer.

TRAINING & CERTIFICATION

- ☐ RHCE [Red Hat Certified Engineer] Vers: RHEL7 Certification Id :- 190-058-180
- ☐ RHCSA [Red Hat Certified System Admin] Vers: RHEL7 Certification Id :- 190-058-180
- ☐ Hardware and N/W Course under EDP in Government Polytechnic Nasik.
- ☐ Diploma in Hardware & Networking Completed in Silicon Vally

EXPERIENCE

April 2018 – Till Date: TAXBONA INFOTECH PVT.LTD Nasik.

Technical Support Head.

Company Profile:

This is product based Company which develops software named TAXBONA GST for preparation GST returns & audit used by CA (Chartered Accountants), Tax Consultants & Pvt Ltd Companies.

DUTIES:

- ☐ Software Training to staff.
- ☐ Multi-user Software Installation in Network.
- ☐ Database Backup, Restore, Database Repair.
- ☐ Keep Database up date, safe and secure.
- ☐ Installation & Configuring Database (Sql server).
- ☐ Demonstrate product functions and features to internal and external customers either in personal or remotely.
- ☐ Monitor and respond to customer issues via Phone, Remote, Email, or chat Manage customer issues from initial report and documentation through resolution.
- ☐ Maintain a high level of customer satisfaction through professional communication and consistent and timely follow up.
- ☐ Installing and configuration local and LAN printer.
- ☐ Installation of small scale, unmanaged switches, and LAN setup.
- ☐ Configuring and Troubleshooting Software and Hardware issue.
- ☐ Network configuration and maintenance.
- ☐ Perform operating system software updates, upgrades and patches.

RESPONSIBILITIES:

- ☐ Responsible Software testing and the data in the software is accurate.
- ☐ Responsible for configure and test any new hardware and software.
- ☐ Follow up with our client to ensure the software is built as per there requirements.
- ☐ Research and identify solutions to software and hardware issues.
- ☐ Track software issues through to resolution, within agreed time limits.
- ☐ Provide prompt and accurate feedback to customers.
- ☐ Refer to internal database or external resources to provide accurate tech solutions
- ☐ Ensure all issues are properly logged
- ☐ Prioritize and manage several open issues at one time
- ☐ Follow up with clients to ensure their version is fully functional after new software updation.

- ☐ Handling escalation independently and ensuring that such incidents should not happen in future.
- ☐ Configuring and Troubleshooting Software and Hardware issue.
- ☐ System problem troubleshooting and testing. Server Maintenance and Backup.
- ☐ Provide prompt and accurate feedback to customers.

Sept 2006 – March 2018: SONAL INFOSYSTEMS PVT.LTD. Nasik.

Technical Support Head.

Company Profile:

This is product based Company which develops a software named MVAT COMPUTATION for preparation VAT returns & audit used by CA (Chartered Accountants), Tax Consultants & Pvt Ltd Companies.

Duties and responsibilities

DUTIES:

- ☐ Monitor and respond to customer issues via Phone, Remote, Email, or chat Manage customer issues from initial report and documentation through resolution.
- ☐ Identify, recreate, research, and resolve product issues and document knowledge gained.
- ☐ Manage customer relationships from initial contact through problem resolution.
- ☐ Maintain a high level of customer satisfaction through professional communication and consistent and timely follow up.
- ☐ Demonstrate product functions and features to internal and external customers either in personal or remotely.
- ☐ Draft, review and update knowledge articles and other product support documents.
- ☐ Participate in team meetings and training.
- ☐ Escalate issues when required.
- ☐ Software Demonstrations to clients.
- ☐ Software Training to staff.
- ☐ Database Backup, Restore, Database Repair.
- ☐ Multi-user Software Installation in Network.
- ☐ Configuring and Troubleshooting Software and Hardware issue.
- ☐ Providing network support functions to troubleshoot isolate and resolve LAN and WAN problems
- ☐ Like Network latencies, routing and data flow issues

RESPONSIBILITIES:

- ☐ Research and identify solutions to software and hardware issues
- ☐ Gathering requirements for development and testing and designing.
- ☐ Responsible Software testing and the data in the software is accurate.
- ☐ Responsible for configure and test any new hardware and software.
- ☐ Follow up with our client to ensure the software is built as per there requirements.
- ☐ Repairing and maintaining TCP/IP networking and hardware as per software requirements.
- ☐ Ask customers targeted questions to quickly understand the root of the problem
- ☐ Track software issues through to resolution, within agreed time limits
- ☐ Talk clients through a series of actions, either via phone, email, remote or chat, until they've solved a technical issue
- ☐ Properly escalate unresolved issues to appropriate internal teams (e.g. software developers)
- ☐ Provide prompt and accurate feedback to customers
- ☐ Refer to internal database or external resources to provide accurate tech solutions

- ☐ Ensure all issues are properly logged
- ☐ Prioritize and manage several open issues at one time
- ☐ Follow up with clients to ensure their version is fully functional after new software updating.
- ☐ Operating system installation (Windows Server 2003, 2008 R2, 2012 R2, Windows 7, 8, 10).
- ☐ System problem troubleshooting and testing. Server Maintenance and Backup.
- ☐ Configuring and Troubleshooting Software and Hardware issue.
- ☐ Installation & Configuring Database (SQL Server).
- ☐ Prepare accurate and timely reports
- ☐ Implementing checklist during each and every call.
- ☐ Handling escalation independently and ensuring that such incidents should not happen in future.

TECHNICAL SKILLS:

- ☐ Server OS: Windows-2000/2003/2008 R2 /2012 Server, Linux 7.
- ☐ Desktop OS: Windows-95/98/2000/XP, Windows Vista, Windows 7, Windows 8 & windows 10.
- ☐ Networking: TCP/IP, Dial up links, LAN/WAN, DNS, VPN, and PROXY, DNS, Thin client system.
- ☐ Hardware: Configuring operating system, Print Servers, Installed software, patches.
- ☐ Database: Msde, SQL Server 97, 2000, 2005, 2008 and MS-Access.

EDUCATIONAL QUALIFICATION:

- ☐ Diploma In Computer Technology from Maharashtra Board, Government Polytechnic Nashik (Maharashtra), Year of passing in 2006 with 57.52 %
- ☐ S.S.C. (Xth STD.) M.V.M. School Vehelgoan from Nasik Divisional Board Year of passing in 2001 with 72.66%.

PERSONAL DETAILS:

- ☐ Date of Birth : 01/06/1986
- ☐ Nationality : Indian
- ☐ Marital Status : Married
- ☐ Language : Marathi, Hindi, English.
- ☐ Address : Venecia F202, Palava city,near xepeia mall,shill road,Kalyan,Mumbai-421204.

I declare that the above information given is true and correct as per best of my knowledge.

Date:

Place:

Santosh A. Jomde