

RESUME

RATHOD ABHILASH J.

Location:- Ahmedabad

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Career Objective:-

If given a chance in your prestigious organization I assure you that my aptitude to learn with positive job knowledge and energy for hard work shall prove to be an asset to the organization.

Summary :-

I have a total experience of 10 Years in IT Industries in which 5+ years experience in VoIP Support and 3+ Years experience in DevOps & CloudOps.

Certification & Achievement :-

- [AWS Certified Solution Architect Associate C03 - \(Valid till Nov 13, 2025\).](#)
- [Outstanding Performance award from the Crest Data Systems.](#)
- [Cleared the Certification of the AWS Partner: Accreditation \(Technical\).](#)
- [Top Performer of the year 2020-2021 in the Ecosmob Technologies.](#)
- [Calmer of the storms of 2019 in the Ecosmob Technologies.](#)

Technical Skills:-

- **VoIP Software:** FreeSWITCH, Asterisk, Opensips, Kamailio, Routing Engine, RTPEngine.
- **Cloud:** AWS, Digital Ocean, Hetzner.
- **DevOps:** Docker, Kubernetes, Jenkins, Ansible.
- **Protocol:** SIP, RTP, SRTP, TLS, HTTP, HTTPS, SDP.
- **Databases:** MySQL, MongoDB, Postgresql, Prometheus, VictoriaMetrics.
- **OS:** Linux [Centos, Ubuntu, Debian], Windows.
- **Scripting:** Shell-Script, Python.
- **Debug Tools:** Top, Htop, Nmap, Ngrep, Sngrep, TCPDump, Netstat, TraceRoute.
- **Monitoring:** Grafana, Nagios, Voip Monitor, Homer, Hecic.
- **Security:** IPTables, Fail2ban.
- **Device Configuration:** IP-Phones [Polycom, Cisco, Grandstream], Router, Switch.

Work Experience:-

Name of Company	Crest Data Systems
Job Tenure	27 th Jan 2022 to till date
Designation	Senior Technical Support Engineer [Ahmedabad]
Job Responsibilities	<p>Here I'm working as a FTE resource directly with a UK client. where I've to Provide L3 cloud-ops support on the AI based product, In which different type of components are there like Nginx, Apache-Tomcat, Rabbit-MQ, Percona MySQL, OpenSearch, Elasticsearch etc</p> <p>Also, Managing AWS cloud infrastructure using Terraform and Ansible. Creating ad-hoc services as per requirement for CentOS and Ubuntu. Setting up HA for custom components using pacemaker and corosync as per requirement. Configuring httpd, nginx and haproxy as per requirement. Proactive monitoring of the on premises as well as cloud infrastructure using Grafana & Prometheus.</p> <p>Also, Managing team of 5 SRE Engineers and 2 Fresher SRE Engineers.</p>

Name of Company	ECOSMOB TECHNOLOGIES PVT LTD
Job Tenure	1 st August 2017 to 25th Jan 2022
Designation	Sr. Support Engineer [VoIP & Devops]
Job Responsibilities	<p>Here I am working as a Sr. Support Engineer, My Job duties is to provide support to US based clients on different open source application of VoIP, Web and Databases like FreeSWITCH, Asterisk, OpenSIPS, Kamailio, RTP Engine, Nginx, Httpd, MySQL, MongoDB, Replication, Clustering, High availability etc. also Managing installation, configuration & automation of all type of component which part of the project.</p> <p>Also I've to define the action item on the reported issues by the client through the Jira and provide the complete RCA.</p> <p>Also, on the DevOps side, manage the source code in the Bitbucket, manage the deployment through Jenkins, Ansible and Sonarqube.</p> <p>Also managing a team of 3 resources of Support & DevOps.</p>

Name of Company	WUN SYSTEMS [Now known as a Yardi Systems]
Job Tenure	6 th Feb 2017 to 31 st July 2017
Designation	Tier 1 Voice Engineer [Ahmedabad]
Job Responsibilities	<p>Here I am working as a Tier 1 Voice Engineer, my job duties is to Provide support to a US based customer for any kind of issue on Cisco and Polycom IP-Phones via phone, live chat and remote desktop. Here I need to resolve client's query via ticket systems like new profile, Setup Hunt group, IP-Fax, Fax to EMail, EMail to Fax, Voice Mail service, Auto Attendant etc.</p>

Name of Company	SETU INFOCOM
Job Tenure	1 st Feb 2015 to 31 st Jan 2017
Designation	System Engineer [Mumbai]
Job Responsibilities	Here I am working as a System Engineer, my job duties are to R&D in new VoIP Products Like IP PBX, FXO-FXS Gateway, GSM-CDMA Gateway, Firewall & all Other VoIP Communication Products & provide technical Support to customers. also Maintain VoIP Switch & VoIP Route and provide solutions on Smart city Project.

Name of Company	ABACUS INFOTECH
Job Tenure	14 th May 2012 to 31 st Jan 2015
Designation	Customer Support & Service Engineer [Bhavnagar]
Job Responsibilities	Here I am working as a Customer Support Engineer where my job duties is to look after Installation & Maintenance of Biometric Attendance System, Face Reader, CCTV Camera System, IP Camera System, Currency counting machine, fake note detector, EPABX system, Wireless Security system, Fire Alarm System, Guard Tour Device, VDP, Modem, Switch, Router, leased line, wireless, and OFC ,internet link etc.

Name of Company	GEMINI COMMUNICATION LIMITED [GCL]
Job Tenure	1 st June 2011 to 30 April 2012
Designation	Telecom Service Engineer [Bhavnagar]
Job Responsibilities	Where I have to look after Internet Link Provided by wired Network or Wireless Network also look for installation & Maintenance of Micro link, GSM Link, OFS Link etc

Name of Company	VISION INFOSYS
Job Tenure	1 st July 2010 to 25 th May 2011.
Designation	BTS Engineer (O&M Dept.) [Bhavnagar]
Job Responsibilities	I am working as a BTS Engineer in the O & M (Operation & Maintenance) department where mainly I have to look after Installation of Indoor and Outdoor BTS and Micro links and also look for the maintenance of them.

Academic Qualification:-

Diploma in Electronics and Communication from N.M.Gopani Polytechnic Kanara-Ranpur, Ahmedabad in November-2010 with First class.

Hobbies :-

- Surfing about new things & technologies
- Music & Movies
- Playing Cricket

Declaration:-

I hereby declare that the above information provided is true to the best of my Knowledge and belief. I assure you that I have been given a chance of working with your organization. I will give my best and handle the responsibilities for the interest of the Company/Organization.

DATE: (__/__/2022)

(Rathod Abhilash J.)