# **Sakthivel Parameshwaran**

# Jr Support Engineer

Jr Support Engineer with 1 year of experience, managing technical services and support operations both onshore and offshore. Demonstrated success in implementing innovative support strategies. Skilled at analyzing essential support requirements, improving productivity, and enhancing overall reliability.

#### **WORK EXPERIENCE**

# Jr Support Engineer SeekaHost Ltd, Coimbatore

September 2023 - September 2024

- Solved **Errors through Tickets** as a priority tasks on daily basis.
- Worked on the price changing parts for Domains in each & every portal of SeekaHost.
- Performed Website Backup from Storage server to Local server and termination of Overdue Website every month based on the billing cycle.
- **Server Migration** Upgraded the Servers for new operating Systems with the procedure of moving the hosted websites out of the server and bringing it back once the upgrade is successfully completed.
- Executed Tests on various control panels and Operation Systems.
- Took Part in Testing Ansible, Jenkins in WHM for Integration.
- Connected with clients regarding billing related queries, issue and provided solution for the reported issues.

# **ROLE AS L1 SERVER ADMIN**

- Managed and monitored 30+ WHM and Webmin servers, enduring optimal performance and uptime.
- Set up Nagios Core to monitor WHM servers, enduring real-time tracking of server health performance metrics and system alerts.
- Executed timely server migrations, backups and upgrades to ensure robust disaster recovery and achieving 100% success rate with minimal user impact.
- Strengthened server security through firewall management. managing immunify 360, SSL/TLS certificates and IP blocks; reduces unauthorized access attempt by 40% and enhances overall system integrity.
- Successfully identified and addressed abusive, phishing and copyrights infringement content reports on client websites. Conducted thorough investigation to gather evidence and communicated effectively with clients to facilitate prompt resolution.
- Handled incident response by investigating classifying issues and escalating critical problems to senior management and providing detailed reports on incidents.

## **IMPLEMENTATION**

- Implemented **Vesta Panel** and **Hestia Panel** for VPS and dedicated Server. Provided configuration as per the Client requirement while ordering Packages with Control Panel.
- Implemented Next cloud in SeekaHost.ltd for the purpose of uploading files and folders into cloud.

# **CONTRIBUTION TO THE ORGANISATION**

- Crafted Blogs on the topics: Next Cloud, PHP MyAdmin, IP Reputation, Ansible Playbook and Roles.
- Trained New Joiners by sharing knowledge on Ticket solving, Web Hosting, Server Migration and monitored their Hand-on with the allocated tasks.
- Provided ideas and planning on new implementation in Group discussion.
- Videography SeekaHost You tube Channel

#### **ACHIVEMENTS**

• Led collaboration with the **HubSpot marketing** team to integrate automation tools & marketing strategies into the company's web hosting platform. Secured an exclusive premium featured free trial to conduct test case.

### **IMPROVEMENTS**

- As a fresher got strong knowledge on Domain Configuration and hosting within short period and enhanced my skills in the areas of solving Server (WHM), WordPress and cPanel related errors.
- Interaction with clients and email communication.

#### CONTACT

- Oddanchatram
- +91-6383174951
- sakthivelparameshwaran@gmail.com
- •linkedin.com/in/sakthivelparameshwaran
- •gravatar.com/sakthivelparameshwaran

#### **TECHNICAL SKILLS**

- Amazon Web Services (AWS)
- Linux
- WHM
- WordPress
- Ansible
- Jenkins
- cPanel

#### **EDUCATION**

KGiSL Institute of Technology Batchelors Degree - Computer science Jun 2019 - Jun 2022

Akshaya Academy Matriculation Higher Secondary School HSC

Mar 2017 - Mar 2018

Christian Matriculation Higher Secondary School SSLC

Mar 2015 - Mar 2016

## **LICENCES & CERTIFICATES**

AWS, Linux and Devops Training and Certification Beasant Technologies

WHM Administration Certification Exam (CWA) Issued - Oct 2023

cPanel & WHM Sales Professional Exam (CPSP) Issued - Oct 2023

cPanel & WHM System Administrator Certification Exam (CWSA-1) Issued - Oct 2023

cPanel Professional Certification Exam (CPP) Issued - Sep 2023

Developer Virtual Experience Program Issued - Jul 2023