

Abhilash Anand Kulkarni  
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To perceive a career in a renowned firm with dedicated efforts and to associate myself with an organization that gives me a chance to update my knowledge.

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## **Work Experience**

### **Associate Professional Technical Support**

DXC technology May 2020 to present

- Responsible for handling Incident Management.
- Providing support to L1 engineers for incident investigation, diagnosis and resolution.
- Ensuring resolution of most of the incidents and service requests.
- Providing inputs to Deep Technical support team for problem management and resolution of major or elevated, incidents.
- Providing required inputs to stakeholders involved in case of critical incidents like outages.
- Adherence to the documented notification and escalation process.
- Communication with the customer both while responding
- Tools (bit locker encryption, Active directory user management, Avaya(calls)).

### **System Administrator**

Agathsya Technologies Pvt. Ltd. - Bengaluru, Karnataka December 2018 to December 2019

- Design, implement, install, configure and troubleshooting Linux servers.
- Working on cloud solutions on AWS, AZURE platform.
- Installed and configured test/production Linux and windows servers.
- Managed purchase of inventory.
- Led server infrastructure development, quality assurance, staging and production systems.
- Completed reports detailing network and systems performance, costs and downtime issues.
- Maintained flexible schedule and responded to after hours and weekend emergencies.
- Made recommendations regarding information technology infrastructure overhauls.
- Resolved issues and escalated problems with knowledgeable support and quality service.

## **System Administrator**

QUADPRO E SERVICES PVT LTD - Bengaluru, Karnataka July 2018 to December 2018

- Administering Windows systems, networks, and Linux servers.
- Troubleshooting and maintenance Active directory, Linux servers.
- Implementing, Managing and Monitoring Network Devices.
- Monitor server event logs.
- Optimized system security and performance.
- Maintained flexible shifts

## **Education**

### **BCA**

St. Claret college - Bengaluru, Karnataka

July 2015 to May 2018

## **Skills / IT Skills**

A+, AWS, AZURE, N+, Linux, Windows Server and AD

## **Certifications/Licenses**

### **Udemy**

- Linux basics and creating a server
- Linux shell scripting
- Introduction to virtualization
- Active directory using virtual machines
- DevOps Series - Setup Environment using Virtual Machines
- AWS Web services
- AWS CLI
- AWS DevOps Ci/CD
- Amazon Web Services (AWS) Certified - 4 Certifications: AWS Certified Solutions Architect Associate, AWS Certified Developer Associate, AWS Certified SysOps Administrator Associate, and AWS Certified Cloud Practitioner (Present)
- Microsoft Azure Introduction and Deployment (Present)

**Additional Information**

Father's Name : Anand P Kulkarni  
Mother's Name : Anusha Anand Kulkarni  
DOB : 22/10/1996  
Sex : Male  
Nationality : Indian  
Marital Status : Unmarried  
Languages Known: Kannada, English, Hindi, Telugu  
Hobbies : Listening to music, Travelling  
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