AKHIL K THOMAS

|  |
| --- |
| Linux System Administrator |

|  |  |
| --- | --- |
| **CONTACT**  Envelope with solid fill  Receiver with solid fill [contact@akhilkthomas.com](mailto:contact@akhilkthomas.com)  +91 8921258937Link with solid fill  linkedin.com/in/akhilkthomas  Link with solid fillgithub.com/akhilkurisinkal  **SKILLS**   * Problem solving * Programming * System administration * End user support * Software Development * Cyber Security * Web Technologies * Customer service * Communication * Mentorship * Teamwork   **EDUCATION**  **Mobile Solutions Development – PG Diploma**  Conestoga College, Waterloo, Canada  May 2021 – August 2022  **Bachelor of Computer Applications**  Chinmaya College - Kochi, India  June 2017 – March 2020  **COURSES**  **RedHat Linux System Administration**  IPSR Solutions Pvt Ltd - Kochi, India  December 2018- March 2019  **Diploma in Computer Applications**  Bharat Sevak Samaj, India  December 2015 – April 2016  **CERTIFICATIONS**  **Responsive Web Design**  FreeCodeCamp.org  December 2021 | **PROFILE**  Experienced Technical Support Specialist with a strong background in deploying and troubleshooting IT systems across diverse platforms, particularly skilled in Linux administration. Demonstrated ability to provide advanced technical support and manage end-to-end IT infrastructure effectively, ensuring seamless operations and resolving complex technical issues.  **EXPERIENCE**  **Technical Support Executive**  Tata Consultancy Services, Toronto  February 2023 – February 2025   * Configured and deployed devices including laptops, smartphones, and iPads, ensuring smooth onboarding processes for new employees. * Diagnosed and resolved software and hardware issues * across multiple operating systems, including Linux, Windows, and Mac OS. Proficiently utilized Linux command-line interface for troubleshooting and system administration tasks. * Utilized ServiceNow ticketing system for efficient support * management and incident resolution. * Conducted asset tracking and inventory management to optimize resource allocation. * Provided training to junior team members on IT support * best practices and troubleshooting techniques. * Managed end-to-end IT infrastructure, integrating Active Directory, Microsoft Endpoint Configuration Manager (MECM), and Intune company portal. * Efficiently managed incident resolution, adhering to * defined SLAs and minimizing downtime. * Successfully implemented hardware refresh initiatives, maximizing user productivity.   **AWARDS AND HONORS**   * Winner of web design competition at tech fest organized by computer society of India and Amrita College, Kochi at inter college level * Awarded A grade for district level tech hackathon by   Education department of Kerala, India  **VOLUNTEERING EXPEREINCE**   * Volunteered National Service Scheme, India   (2017-2019) |