

VIGNESH

J

TECHNICAL SUPPORT SPECIALIST



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Email
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Nationality
Indian

Total Work Experience
5 years 9 months

Language
English, Malayalam, Tamil Bangalore, India

Address

⚙️ KEY SKILLS

- Monitoring
- Maintenance
- Dell Servers
- Patch Management
- Troubleshooting
- Channel Management
- Installation
- Vmware
- IBM BPM
- Windows
- Technical Support
- ITIL
- SSH
- Apache Server
- Backup Restore
- Operating Systems
- Service Desk

💼 PROFESSIONAL EXPERIENCE

Danske IT

Technical Support Specialist

Dec 2022 - Present
Bangalore, India

Production Support & Incident Response: Managed production support and incident response using ITIL methodologies, minimizing downtime and ensuring rapid resolution of system issues.

Technical Documentation: Developed comprehensive technical documentation, significantly improving the accessibility and accuracy of support resources for internal teams.

Analytical Problem Solving: Exercised advanced analytical judgment to resolve complex technical issues, enhancing system reliability, performance, and uptime.

Red Hat Linux Expertise: Proficient in installing, upgrading, and configuring Red Hat Linux versions 5.x, 6.x, and 7.x, ensuring optimal system performance and compatibility.

File System Management: Experienced in managing file systems and swap partitions, as well as extending and reducing file systems using Logical Volume Management (LVM) for flexible storage management.

Systems Administration & Maintenance: Performed daily systems administration tasks, monitoring server performance

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MINDTREE

Oct 2021 - Dec 2022
Bangalore, India

Software Tools Installation & Systems Monitoring: Oversaw and managed the installation of software tools for comprehensive systems-level monitoring, ensuring proactive identification and resolution of potential issues.

Operational Task Execution: Performed critical operational tasks such as OS deployments, security configurations, and patch management to maintain system integrity and security.

SSL Certificate Management: Installed and configured SSL certificates on Linux servers, ensuring secure communication protocols and compliance with security standards.

Linux Server Administration: Monitored, administered, and maintained Red Hat Linux and Ubuntu servers, ensuring optimal system performance, uptime, and reliability.

Patch & Firmware Management: Managed the installation of patches, software updates, hardware upgrades, and firmware revisions to maintain system security, performance, and compatibility.

Vendor Collaboration & Support: Provided on-call support, troubleshooting

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CTAS

Jul 2019 - Sep 2021
Marthandam, India

RHEL Server Provisioning: Built and configured Red Hat Enterprise Linux (RHEL) servers in both physical and virtual environments, based on the specific requirements of the application teams, ensuring optimal performance and resource allocation.

Security Patching & System Updates: Regularly updated security patches, applied system updates, and managed upgrades on RHEL servers to maintain system security and performance.

Level 1 Escalation Support: Provided resolution for Level 1 escalations in RHEL environments, quickly diagnosing and addressing system issues to minimize downtime and impact.

Volume Management & File System Configuration: Created and managed volume groups, logical volumes, and file systems on RHEL machines to optimize storage resources and ensure efficient data management.

DNS Server Installation & Configuration: Installed and configured DNS servers and clients to ensure reliable name resolution across the network, supporting system operations and network.

EDUCATION

10th and +2 - +2

MS University Thirunelveli

2019
India

Bachelors in Computer Application - Computers

MS University Thirunelveli

2016
India

ABOUT

I am an experienced in Tech Support and Linux Admin with over 5.9 years of hands-on expertise in ensuring the stability, performance, and scalability of critical IT systems. I have consistently delivered high-quality solutions in fast-paced environments, particularly within the IT industry at Danske. In these roles, I have successfully implemented robust, automated monitoring systems, incident management processes, and scalability improvements that have led to enhanced system uptime, streamlined operations, and overall increased reliability.

Throughout my career, I have acquired in-depth knowledge of Linux-based environments, including the installation, configuration, and management of various Linux distributions (such as Red Hat, CentOS, Ubuntu) and specialized services like Nginx, Apache. I have effectively used my expertise to troubleshoot complex issues, implement system optimizations, and ensure systems are resilient to failures.

CERTIFICATION & COURSES

AWS Solutions Architect

Amazon

Valid upto Dec 2027 [Link](#)