

Avinash Shinde

Junior technical associate (Linux)



CONTACT

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PROFILE

Have total experience of 2.5 Years in ESDS Software Solutions Ltd, seeking a challenging position with a leading organization offering exceptional career growth opportunities to enhance and utilize my skill set and abilities.

SKILLS

- Good knowledge of cPanel and WHM
- Knowledge of Plesk panel
- Knowledge of scripting with Linux
- Knowledge of Databases
- Knowledge of AWS cloud
- Knowledge of Automation with Ansible.

PROFESSIONAL EXPERIENCE

Jr. Technical Associate at ESDS Software Solutions Ltd.

- Proactive monitoring, and troubleshooting of Linux and Windows server via in-house developed product eMagic. Rapidly resolving alerts and updating clients via ticket system when required.
- Enable monitoring of Shared Servers, VPS, and Dedicated servers into eMagic and provide probe connectivity for the deployed server.
- Monitoring Server, checking the log, checking load spike, and if there is a heavy load, resolving the issue. Denying unwanted IP that would be causing the load to spike or any user.
- New client Backup configuration on client-server and backup server[R1softbackup].
- R1soft backup configuration on Linux and Windows serves.
- Monitoring Backup servers and backup policies, troubleshooting the error, and resolving them.
- Managing Overseas Customers via ticket board system and live chat.
- Administration and monitoring of Linux servers using putty.
- Administration and monitoring of Windows servers using RDP.
- Escalating the issues to higher-level or concerned departments on time and whenever required.
- Working on paid SSL Certificate to install on a domain.
- Resolving abuse complaints like a DDOS attack, copyright, Email spamming, phishing, malware attacks, etc.
- Monitoring mail queue on shared and client-server, finding logs, and taking necessary actions.
- Coordination with Data Center Operations team for issuance of servers, OS, and reboots requests.
- Described solutions to customers to assist in problem resolution.
- Explain technical information in clear terms to non-technical clients to promote better understanding.
- Maintaining local Firewall & IPtables Services on servers.
- Perform security audits on client servers.
- Having knowledge of OS patching, kernel upgrades manually, and with Ansible.
- Install and configure AV on servers (Patchman and Maldet)
- Good Knowledge of cPanel, WHM Panel and Plesk Panel.

EDUCATION

BE: Computer Engineering:

Amrutvahini College of Engineering, Sangamner: Graduated - 2020

GPA: 6.47

HSC:

Sahyadri Junior College, Sangamner: Completed 2015

GPA: 60.46

SSC:

Lokmanya Vidyalyay , Dhandarphal Bk: Completed - 2013

GPA: 67.80

DECLARATION

I hereby declare that the information contained herein is true and correct to the best of my knowledge and belief and take the responsibility for the above-mentioned particulars.

CERTIFICATES

- RHCSA (Red Hat Enterprise Linux 7)
- AWS Solutions Architect Associate ((Training Completed)
- RHCE (Training Completed)
- Red Hat Linux Automation with Ansible-RH294 (Training Completed)