

Shiyas K A

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Career Objective:

To obtain a challenging and rewarding opportunity with a reputed organisation where my technical skills will be optimally utilised.

Summary:

College degree and 3+ years of progressive IT experience. Competent in deploying secure remote administration. Self-starter attitude. 24/7 on-call availability. Keep abreast of current technology. Strong inter-personal skills and technical acumen. Focus on details. Key skills include server management, support for Apache web server, mail, FTP and database servers of various flavors, DNS, checking for server health and security.

Experience:

Remote Server Administrator at Bobcares (From April 2015 - Present)

Company Website: <https://bobcares.com> and <https://www.poornam.com>

Key Responsibilities:

- Responsible for installing, configuring, and maintaining Linux servers for a major data centre.
- Handling services like Apache, DNS, FTP, SSH, SSL etc.
- Monitoring a large number of client servers using monitoring systems (Icinga).
- Web Hosting Technical Support, cPanel/WHM, Plesk, H-sphere, WHMCS, Websites/server migration & Security, fixing email spam issues, load issues, etc.
- Handling major incident calls to resolve and troubleshoot the server related issues.
- Migration of full server or particular accounts.
- Interacting with clients and customers via chats and emails regarding the technical issues in servers and other work related matters.
- Worked as shift admin, managing trainees and helped them in understanding about the work we handle.

System Officer (at District Court, Palakkad) for CMC Ltd. (From February 2014 to January 2015)

Company Website: <http://cmcltd.com/>

Key Responsibilities:

- To manage ICT infrastructure such as computers, printers, LAN, internet Connectivity and Communication Equipments.
- Installation and maintenance of OS, Office tools, customized application etc.
- Assist the District and Taluka level Project monitoring committees in system administration and management.
- Interaction with vendors for maintaining and supporting the equipments.

Technical Skills

Skills developed from work space:

- 24*7 server monitoring
- Provides technical support for Linux and Windows servers.
- Support DNS, Email, FTP, Database and Web hosting.
- Familiar with WHMCS, WHM and cPanel, Plesk and H-sphere control panels.
- Resolving technical problems faced by domain resellers and customers via ticketing System (WHMCS, Kayako, Groove).
- Operating Systems: Gnu/Linux Operating Systems: CentOS 5, 6 and 7, Ubuntu and Windows.
- Web Servers: Apache: On hand experience in configuring and installing Apache, SSL management, performance tweaking,
- FTP Servers: Proftp, Pureftp.
- Mail Servers: Exim, Qmail, Sendmail.
- Firewall: iptables, CSF: Knowledge in installing, configuring and management of CSF and iptables.
- DNS: DNS server configuration, Troubleshooting DNS issues.
- Backup and restoration of data, Backup Softwares: R1Soft(Idera)
- Migration of accounts between servers, Manual migration, cPanel and Plesk Migration.
- **Happy Customers:** Interacting with Direct and end customer on daily basis, Discuss about future plans and strategies, involve in decision making. Provide technical support and assistance for end customers over ticket, and chat. Handling different kinds of customers, understanding their issues, provide them technical support, Help them choose what is essential for their business.
- Additional Courses: **CCNA, RHCE**

Certifications

- cPanel and WHM administrator Certification-I&II (Transcript ID:162275061751461871956)
- AMCAT Certified Software Development Trainee (License 1221150-166)
- AMCAT Certified Data Processing Specialist (License 1221150-211)

ACADEMIC BACKGROUND

Course	Institution-University/Board	Year	Percentage
B.Tech(ECE)	College of Engineering, Kallooppara CUSAT	2013	66.20%
Class XII	Jawhar Navodaya Vidyalaya, Idukki CBSE	2009	80.40%
Class X	Jawhar Navodaya Vidyalaya, Idukki CBSE	2007	85.60%

Academic Projects

Main Project: WIRELESS HUMAN SURVEILLANCE SYSTEM

In this project, we have developed a surveillance robot targeted to small, inaccessible (by human) and dangerous locations. The Natural User Interface (NUI) is defined by using an accelerometer to control the movement of the robot.

Mini Project: BODY MASS INDEX MEASURING SYSTEM

This mainly concentrates to find the Body Mass Index of a human being, which helps to understand the physical condition of the human being. This is achieved by calculating the ratio of weight to square of height in metres

Seminar Presentation: AMBIENT INTELLIGENCE

Ambient intelligence (AmI) refers to electronic environments that are sensitive and responsive to the presence of people. In an ambient intelligence world, devices work in concert to support people in carrying out their everyday life activities.

Academic Activities

- Paper Presented in our college on the topic of ‘**Ambient Intelligence**’.
- **Chairman** - Electronics Engineers Association in the college.
- **Coordinator** - Dhanus-2010&’11, a national level technical fest
- **Coordinator** - CTS campus recruitment held at the college
- Group Captain at School and College level
- Crucial organizer and have led many committees in various events.
- Participated and successfully completed the Training Workshop on Power Communication by **Mpower** and **Vertical Eye** and received Certificate
- Participated in National level Science Olympiad and received Certificate
- Coordinated and managed the ARTS festival and Sports events at school and college
- Member of college football team
- Active member of Bharath Scout and Guides.

PERSONAL INFO

- **Parent name** : Mr.Assis K H & Mrs.Hajira Assis
- **Permanent Address** : Kizhakkepparambil(H), Thodupuzha East P.O, Idukki.
- **Date of Birth** : 11/01/1992
- **Age** : 26

DECLARATION

I hereby declare that the information furnished above is true, correct and complete to the best of my knowledge.

Place: Kakkanad

Shiyas K.A

Date: 12-02-2018