**RESUME**

**Praveen Kumar D Kukatpally, Hyderabad, Telangana – 500072**

**System Administrator Cell: 9703686822 -** [**praveenkmr100@gmail.com**](mailto:praveenkmr100@gmail.com)

**Professional Summary**

1. **Over 15** months of total experience out of which more than **12** months of experience in **Red hat Linux.**
2. Quick learner and well verse with basic issues on Linux
3. Excellent communication skills.
4. Managing customer escalations
5. Quick turn around on customer issues.
6. Committed team player

**Highlights**

**Trained in**

* **RHCSA**
* **MCSE**
* **CCNA.**

**Education**

**Bachelor of Technology: Electrical & Electronics Engineering in 2014**

**Jawaharlal Nehru Technological University** **–** **Kakinada, Andhra Pradesh, India.**

**Professional Experience**

**January 2015 to Till Date**

Working with Access Smart Solutions India Pvt. Ltd, as System Administrator.

**January 2014 to April 2014**

Worked with 2Coms Consulting Pvt. Ltd, as Customer Support Associate.

**Work Experience**

**Project# 2**

**Nature : Administration and Support**

**Client : Access Smart Solutions India Pvt. Ltd**

**Duration : January 2015 to Till Date**

**Role : System Administrator**

**Responsibilities :**

* Installing and maintaining Windows and CentOS.
* Configuration of Client machines includes Installation of Operating Systems and Softwares.
* Installation and Maintenance of **RADIUS** Server and Configuration of **Mikrotik**  Routers
* User Administration i.e. Creating, Deleting, Modifying, Locking, Unlocking and Managing user Accounts & Group’s management.
* Providing L1 support to our Clients.
* Re-assigning the L2/L3 issues to the appropriate teams.
* Analyzing the support log
* Taking Backups Daily / Weekly as per requirement.

**Project# 1**

**Nature : Voice Support**

**Client : IBM Daksh/Concentrix**

**Vendor : 2Coms Consulting Pvt. Ltd**

**Duration : January 2014 to April 2014**

**Role : Customer Support Associate**

**Responsibilities:**

* Managing outbound calls to remind the customers about due date of their premium.
* Generating PTP (Promise to Pay) from the customers after due date and within grace period.
* Informing to Customers and explaining about the effects which arise after grace period if they discontinue their policy.
* Disposing the conversations with customers in templates.

**Personal Information**

Father Name : D. Appa Rao

Date of Birth : 06/10/1991

Sex : Male

Nationality : Indian

Marital Status : Single

**Declaration**

I hereby declare that the above information is true for the best of my knowledge and belief.

**Place: Hyderabad**

**(Praveen Kumar. D)**