Sagar Bisen

Technical Support Engineer

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W-[Sagar Bisen Portfolio](#)

TECHNICAL SKILLS (*Worked on*)

Operating System : Ubuntu, CentOS, Linux mint, Windows, MacOS, Chrome OS

Security & Protocols : SSH, TCP/IP, DHCP, FTP, HTTP/s, SMTP, etc.

Database : MySQL.

Scripting & tools : Bash Scripting (entry level), git.

Web/App Server : Apache2, Nginx.

Firewall : pfSense

Virtualization: VMware esxi, KVM, Proxmox (basics), Docker, Vagrant

Backup : tar, zip, automation backup scripting.

Package Management : apt, yum, rpm.

CLI: AWS CLI, Powershell, Linux CLI etc

GUI Mail : HandsOn experience on Configuration & Installing Sendmail, Outlook, Gmail, Thunderbird.

Cloud Services & Server : AWS & GCP(basics), Godaddy, Ubuntu Server, CPanel.
Cloud Platforms: WPEngine, Netlify, DatoCMS.

Other Tools Hand-On : G Suite, CloudFlare, GitHub, Bitbucket, Jira, Basecamp, Tickspot, Asana, Trello, etc.

Monitoring Tools (learning): NagiOS, Zabbix, Prometheus.

EXPERIENCE

Axioned, Thane - *Technical Support Engineer*
Sep 2016 - Present

- Working with software developers and supporting them with technical queries.

- Gives major preference to Linux Support & MacOS Support and makes sure that there is zero down-time, also which includes installation & Configuration of Operating System and installation of essential services & software/application.
- Managing and monitoring of local and cloud servers, installation and configuration.
- Installation and configuration of network devices (firewall/router/WiFi's etc).
- Various user management activities like Creating/Deleting/Resetting User a/c password for different tools like G Suite (GWS), Sonarqube, Basecamp, TickSpot, ERPNext, etc.
- Guiding & supporting team-mates in solving critical technical issues.
- IT/cyber security practice (Mid-Level).
- Following/Documenting SOP & Generating report of issues & working out to get optimal results.
- OS patching and security check/upgrade.
- Schedule Linux server and premises machine virus scan.
- Deployment of apps/sites or setting/configuring open source tool environments on cloud servers.

EDUCATION

Pillai College of Engineering, New Panvel - *B.E.*
2013-2016
Electronics Engineering

AWARDS

Axioned - *Most Valuable Player*

2018 & 2020 & 2022

I was awarded this title for giving the best performance, and setting a good achievement for me as well as for my team.

Declaration

I hereby declare that the above information is true, best to my knowledge and belief.

Thanks

Sagar