Kumar Ram Jarka

LINUX System Engineer

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SUMMARY

Skilled Desktop Support Engineer with 4 years of experience providing technical support for various computer, system and office equipment. Successful in installing, upgrading, and configuring innovative applications on Windows & Linux operating systems and providing technical support to optimize workflows and minimize business interruptions. Balances priorities while quickly solving issues to strengthen business processes and performance.

TECHNICAL SKILLS

Software Skills (LINUX): Shell scripting, Automating the task, OS installation & Troubleshooting, PXE boot, Users & Group Management. Disk Management, YUM & DNF Package Installation, Grep output of various commands using AWK, SED & GREP tool, SSH, TRACEROUTE, Basic Knowledge of MPLS, ILL, LAN, VLAN, NAT, SIP.

Software Skills (WINDOWS): MS Office, MS Outlook. IBM Lotus Notes, PST Repair, Documenting, OS Installation & Repairs, Encryption & Decryption, User Profile Backup & Repair, Archive Mapping & Access, IT Infrastructure, VPN Configuration, Management Skill, Network Printer & Scanner Installation, OS Hardening, Remote Support, Software Diagnosis, Application Support, Troubleshooting, Ticketing Tools, TCP/IP, Java Configuration, Network Testing, Connectivity Support, DNS, DHCP, Active Directory (AD)

Hardware Skills: Upgrading Peripherals, Laptop Desktop Card Level Repair, All in One System Repair, N Computing & Thin Client Setup, Networking, Network Cable Crimping.

Self-Learned: Building Batch Files Average Level, Deeply Diagnosing the Issue & Fixing from Root Cause, Fixing Software Level Compatibility Issues, VM Ware & Oracle Virtual Box installation and installing server & client OS for practicing, testing & observing behaviour of various input commands.

WORK EXPERIENCE

LINUX System Engineer	Prosol IT, Marol Andheri	Feb 2022 – Till Date

Project: Byjus Think & Learn PVT. LTD.

Accomplishment

1. **SHELL Scripting for installation & upgradation of various software at once.**
2. **Automated installation of OS through PXE Boot.**
3. **The ability to manage multiple tasks in a fast-paced trading environment.**

Roles & Responsibilities

1. Ameyo calling setup & SIP configuration for dealing calls
2. Debugging dropped packets, whether at the network, NIC, OS, or application layers.
3. Installing software using yum & dnf package management.
4. Installing, configuring, and deploying CENTOS 7 & FEDORA 35 Linux systems.
5. Managing and monitoring all installed Systems and Infrastructure (Calling Servers).

L2 Remote & Desktop Support Engineer   **CMS IT Services, Mahape MBP**   **Nov 2021 – Feb 2022**

Project: HDB Financial Services

Accomplishment

1. **Windows Auto Unattended Installation** using Windows Answer File Generator.
2. **Pre-installed software windows 10** bootable ISO image using Microsoft Deployment Tool Kit.
3. **Batch file scripting** for Enabling, Renaming & Setting up of password for Local Administrator Account & Password Set, Disable Windows Defender Firewall, Creation of Inbound Firewall Rule & Enabling Remote Desktop.

Roles & Responsibilities

1. To set up and manage user accounts and permissions to consent access to a network.
2. Upholding and testing security, blocking unapproved access.
3. Setting up the Organization's computer system to meet specific **business goals**.
4. **Ensure desktop computers interconnection seamlessly** with diverse systems keeping in mind for compatibility factors.
5. **Coordinate with vendors** to resolve technical problems with desktop computing equipment and software.

L2 Desktop Support Engineer   **ITSource Technologies, Andheri**   **Oct 2019 – Oct 2021**

Project: HDFC Ergo General Insurance Company & HDB Financial Services

Accomplishment

1. **Batch file scripting** that could install 15+ software at a time saving of **more than 2 hours**.
2. Laptop ready with domain joined average count of 17 in a day out of 200 in a team completed before the timeline.
3. **Achieved 100% compliance** by regularly updating the systems.

Roles & Responsibilities

1. Monitored systems in operation and input commands to troubleshoot areas.
2. Remote & on ground support provided to clients to achieve maximum productivity.
3. Regularly updating on ticketing maintaining the SLA & follow up for closure of ticket on or before the timeline with client satisfaction.
4. **Documenting** the performed troubleshooting steps for future reference & handy for the juniors.
5. Following up with vendors to deliver service & parts on time in order to expedite ticket closure.

Hardware & Software   **FreeLancing, Ulhasnagar**   **Dec 2016 – Sept 2019**
Technical Engineer

1. Xerox machine & pc complete network setup done in order to ensure high performance.
2. 3 clients simultaneously handled at same time issues resolved for all with 100% satisfaction.
3. Complete hardware & software issue resolved for pc to ensure maximum productivity for output from embroidery machines.
4. **Building Ghost Images** for deploying OS which saves time & speeds up the installation process by **5 times faster**.
5. **Specialized in laptop body fabrications** done which saves client money up to Rs.4500/- & fixing technical issues whether software or hardware with accuracy of more than 98%.

G1 Junior Associate   **3I Infotech & Vara United, Vashi**   **Nov 2015 – Nov 2016**
System Engineer   **(Vikarta Enterprises)**

Project: ICICI Lombard General Insurance Company

Accomplishment

1. Upgraded OS overall count of 800 all in one systems including laptops & desktops from windows 7 to windows 10 with activation in a team of 4 members with all user data backup before the deadline which **saves time & lot of money for the company**.
2. After the migration of the system some software were facing **compatibility issues which were resolved independently** & circulated the documentation in the team.
3. Provided on ground hardware support to reduce the downtime of the system in the call centre & developer department.

Roles & Responsibilities

1. Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
2. To enhance the security of the laptop **encryption software** deployed name **SOPHOS Safeguard Encryption** which encrypts the full hard drive.
3. Maintained personal repository of technical knowledge used to hone responses and shorten remediation times.
4. **Achieved 100% in security compliance** through OS Hardening (Half Yearly Audit).
5. Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.

PROFESSIONAL COURSE

A+ N+	Talentedge, Thane	A	2015
PC Maintenance	Java Computer Centre, Ulhasnagar	A+	2012
Diploma in Financial Accounts	Java Computer Centre, Ulhasnagar	A++	2011
Red Hat System Administrator	KR Network Cloud, E-Learning	Pursuing	2023

EDUCATION

TYB.Com	Mumbai University IDOL	66%	2019
HSC Commerce	Jai Hind Junior College	66%	2012
SSC	Jhulelal Trust School	68%	2010