

# Umesh Banswal

Work Location:  
Mumbai

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## Professional Summary

- Competitive work experience of 4+ years in Linux including Data center services, along with Banking and finance software management.
- Interaction with Customers to solve production tickets, serve as a front-line Service Desk support technician, Communicate effectively with internal and external stakeholders. Collaborate with them to resolve customer escalations quickly.
- Graduate in Engineering, B.E (Computer) from BAM University

## Certification

- ❑ Red Hat Certified System Administrator
- ❑ Red Hat Certified System Administrator in OpenStack
- ❑ CCNA fundamental Networking training from IGTR

## Educational Qualification

Degree	College	University	Year
BE (Computer science and engineering)	CSMSS CSCOE, Aurangabad	BAM University	2018
Diploma	CSMSS Polytechnic, Aurangabad	State Board	2015
S.S.C.	Shreyas High School, Aurangabad	State Board	2012

## Common Roles and Responsibilities

- Ticket Management via Company Ticket board like unidesk
- Communicate and provide support queries
- Worked on Unix and Linux for providing technical support
- hardware such as RAM, Disk as per client requirement
- Implementation Network and OS level Security like SSH Security, IPTABLES
- Linux process and performance management using tool like PS, TOP etc.
- use required scripting or reverse engineering scripts in Bash, Python with exposure to scripting for task automation with the help of AI tools
- Perform Patching activity as per schedule
- Mid to advanced understanding of security concepts and best practices
- Performing root cause analysis of problems.
- Excellent verbal and written communication skills and Excellent analytical and problem-solving skills
- Strong ability to multi-task while remaining detail oriented and Quick learner
- Highly proactive and takes initiative to identify problem areas to evolve solutions.
- Client focused and attentive to business-critical issues
- Good team work skills and ability to build solid professional relationships

## Skills and Technologies

- Database: MySQL, Oracle
- Cloud: AWS, Open stack,
- Operating system: Linux, Unix, Windows, Ubuntu
- Tools: Apache, grafana, OpenStack, OpenShift
- Programming Language: Shell Scripting Basic, python basic, Ansible

### 1. SINCH, MUMBAI (Remote + HYBRID)

Position:	System Engineer		
Team Size:	5	Duration:	Jan 31 <sup>st</sup> , 2022 till now
<p><b>Description:</b> Sinch Provides communication platform enables businesses to reach every mobile phone on the planet, in seconds or less, through mobile messaging, voice and video and we need a system engineer to help us make sure we are up and running.</p> <ul style="list-style-type: none"><li>• Support on compute related queries for Axiom tool (Infrastructure)</li><li>• Provide support for sharing logs.</li><li>• Performance and memory management.</li><li>• work on automation and write shell scripts.</li><li>• construct basic SQL queries as per requirement.</li></ul>			

### 2. Aforeserve India Pvt. Ltd., Mumbai

Position:	System Administrator		
Team Size:	21	Duration:	Nov 2020 to Jan 2022
<p><b>Description:</b> Aforeserve was my payroll company who takes project of PSC of private company and provide service, so I worked for LIC India for support to EDMS project where we manage their customer policy database with HP backup server</p> <ul style="list-style-type: none"><li>• Managing Linux server and MySQL database</li><li>• Core system monitoring and support for platform and application</li><li>• Working on Scooper file/ ADL Alerts/ JMS Queues and memory management</li><li>• Monitor Server's (Grafana Monitoring Tool)</li><li>• Create a backup and recovery policy</li><li>• Work closely with Help Desk staff to troubleshoot and resolve infrastructure issues</li><li>• Update system as soon as new version of application software comes out</li><li>• Implement the policies for the use of the computer system and network</li></ul>			

### 3. ESDS Software Solution Pvt. Ltd., Nashik (Data Center)

Position:	Trainee engineer		
Team Size:	8	Duration:	Aug, 2018 to May 2019
<p><b>Description:</b> Handle government and banking projects to provide infrastructure support.</p> <ul style="list-style-type: none"><li>☐ Monitor datacenter server using eMagic took.</li><li>☐ Handle service-related alert (PING, SNMP, SSH, HTTP, MYSQL)</li><li>☐ Manage R1soft Backup as per client requirement</li><li>☐ Performance monitoring (Load, Disk Space, Memory)</li><li>☐ Installing different types of Backup Agent such as R1soft, Monitoring tool using eMagic</li></ul>			

#### ❖ **DECLARATON:**

I hereby declare that all of the above information is true as per my knowledge and belief.

Yours Sincerely,  
**(Umesh D. Banswal)**

