

Hemlata Kadam

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To establish myself as an efficient professional and pursue a challenging role in a dynamic concern and achieve perfection through performance

TECHINICAL SKILL

- Operating system: Linux RHEL/CentOS 6.x,7.x,8.x Debian Ubuntu Windows
- Database: MySQL, MariaDB, MongoDB
- Web Server: Apache, Apache Tomcat
- MTA Technology: Qmail, Postfix, SMTP, MX
- Email Applications: ThunderBird, Microsoft Outlook
- Protocols Used: SMTP, POP3, IMAP, TCP, UDP, NFS, SAMBA, DNS, SSH
- Amazon Web Services: EC2, S3, RDS

PROFESSIONAL EXPERIENCE

Techno InfoTech Pvt Ltd

Senior Technical Support Engineer

Sept 14 – Till Date

Project Details:

- Technomail Email Solution (Postfix + Mysql/Mariadb)
- Email Archive Solution
- Chat Service & configuration (Zulip, Nextcloud)
- Proxmox Virtual Environment
- DNS & Webhosting

Role & Responsibilities:

- Customer engagement for Product Implementations.
- Perform troubleshooting on **live chat session** with client or via **remote support**
- Analyze and documentation of product related issues, health checks of application.
- Coordinate with development and QA team to resolve the production issues & after Go-Live support.
- Perform change management and deployment activities on production environment.
- Document different activities and handover of knowledge to subordinates
- Understand new requirements from customer and accordingly deliver to customer
- Check the service status on web servers, applications & DB server
- Check the **CPU, memory** and **disk utilizations** of servers
- Perform DC-DR drill activities
- Raise CR's for network rules, app update, server upgrade, and new feature implementation
- Provide data/information related to project as requested by stakeholders
- Monitor the server logs for application errors on servers
- Handle issues which were not resolved by L1 team
- Support all standard email clients with POP/SMTP/IMAP protocol.
- Perform **backups** of data using **Rsync**.
- Installation and configuration of webmail, groupoffice, webmin, and techno admin panel.
- Red Hat package management – Installing Linux rpm
- User administration** – adding, deleting users and groups and giving permissions.
- Manage user and group Disk space quotas - **User accounting**.
- Mail watch: Mail monitoring and reporting
- Email content filtering for organization's data security
- Email Archiving: Email Archival and data backup system
- Installation and configuration of Linux** OS Centos (6,7), Debian, Ubuntu, Proxmox
- Installation and backup of **MYSQL with MySQL Dump** command

- Understanding of volume management, **LVM & Patching**.
- Involved in **Daily Incidence Management** & resolved day to day problems raised by users.
- Optimized system & Application performance using techniques like Shutdown, Reboot, Start, Stop services to identify performance issues & solution.
- Responsible on setting **Cron Jobs** on servers.
- Have knowledge on **Iptables** firewall & **Server Hardening**, Enable -Disable **SELinux** in linux systems for security.
- Worked in **Clustering** (On proxmox server we used **CEPH cluster** & worked on managing LXC & VM).
- Having good experience in working on services such as SCP, DNS, NFS, SAMBA, FTP, APACHE, SSH, RSYNC.
- Worked on configuring **Mailserver (Qmail, Postfix, Zimbra)** & Troubleshooting queries related to it.
- Experience in managing A, MX, SPF, DKIM, CNAME etc. records in **CPANEL & GODADDY**

EDUCATIONAL DETAILS

- Bachelor of Information Technology from SSJCOE Engineering Collage, Mumbai in 2012 (66.25%)
- H.S.C from B.N.Bandodkar college, Maharashtra in 2007 (79.67%)
- S.S.C from Maharashtra Vidyalaya High school , Maharashtra in 2005 (85.33%)

DECLARATION

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

Date:

Place:

Hemlata M Kadam