

JAGADEESHWAR S

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EXECUTIVE SUMMARY

Capable Technical Support Engineer with a background in Linux, honed at IIC Technologies, Pvt. Ltd. Excelled in enhancing server performance and delivering technical support, showcasing strong problem-solving and network troubleshooting abilities. Achieved significant maintenance efficiency through automation, underscoring a blend of technical expertise, and proactive service.

TOOLS AND TECHNOLOGIES

- Desktop support
- Computer hardware and software installation
- Network connectivity troubleshooting
- **Familiar Operating Systems:** Windows, Linux: Red Hat, Ubuntu, CentOS, macOS
- **Linux Server:** Apache Webserver, FTP, NFS, SAMBA, LVM, DHCP, DNS, file sharing, NTFS permissions, DNS, Firewallld, Systemd.
- **Windows Server:** Active Directory and domain services, User Management, File Management, File and Directory Permissions, Group Policy Management.
- **Cloud Platform** – AWS, Microsoft Azure
- **Monitoring tool** - Zabbix, Splunk

PROFESSIONAL EXPERIENCE

05/2025 – Present

Cloud Consultant

RFGB Pvt. Ltd – Chennai, India

Roles and Responsibilities:

- Provided assistance in implementation of cloud solutions based on customer requirements.
- Provided assistance in Migration of SAP cloud system to new cloud vendor.
- Monitored system performance and resource utilization in order to ensure optimal operation of cloud services.
- Managed user accounts in AD DS.

03/2022 - 12/2024

Technical Support Engineer

IIC Technologies Pvt Ltd - Hyderabad, India

Roles and Responsibilities:

- Installing and configuring operating systems like Windows, Linux, and web servers, application servers, databases, etc.
- Monitoring server and desktop performance, memory utilization, and taking corrective measures when necessary.
- Managing user accounts, permissions, and access.
- Managing Logical Volume Manager.
- Performed routine maintenance tasks such as scheduling backups, checking logs for errors.
- Scheduling tasks in crontab.
- Providing technical assistance with end-user computing devices.

11/2021 - 02/2022

SERVICE ENGINEER - INTERN

Skylark Information Technologies - Chennai, India

Roles and Responsibilities:

- Assisting customers with troubleshooting issues related to software and hardware in a timely manner.
- Installing and configuring computer hardware, operating systems, applications, and networks.
- Performing periodic maintenance tasks such as patching, security updates, backups.

EDUCATIONAL CREDENTIALS

Expected in 12/2025

Master of Science: Cyber Forensics and Information Security

University of Madras - Chennai

04/2021

Bachelor of Science: Computer Science

Agurchand Manmull Jain College - Chennai

GPA: 80.01%

LANGUAGES KNOWN

- Tamil
- English