

## Resume

**Bhagyashri Kumaran**

**Pune -411008, Maharashtra.**

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### **PERSONAL STATEMENT:-**

I am an experienced and motivated Linux Technical Support Engineer accomplished in providing support to the customers with key skills in Linux Installation, Configuration and Troubleshooting.

I am an adaptable and efficient team player with good communication skills at all levels. I'm looking for a role where I can develop my skills further, researching new technologies and reviling in new challenges.

### **CAREER SUMMARY**

- A confident and reliable Technical Support Engineer in working with Linux and resolving any support issues.
- Implement effective customer satisfaction strategies by identifying and eliminating the root causes of customer problems.
- Ability to multi-task under pressure. - Excellent communicator and ability to relate well with people at all.

### **PROFESSIONAL EXPERIENCE:-**

- **Organization: WNS Global Services Pvt Ltd., Pune**

Duration: August-2017 to August-2018

Designation: Customer Care Executive

- **Organization: ESDS Software Solution Pvt Ltd. and Datacentre, Nashik.**

Duration: July-2019 to till date

Designation: Technical Associate

## **Job Responsibilities:-**

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- Providing technical support to clients via support tickets and live chat - Troubleshoot or manage VM's through VMware
- Providing support for VPS, dedicated server, shared server with respect to applications, emails, MySQL, server accessibility etc.
- Troubleshoot issues related to applications working on apache, NGINX and tomcat server - Troubleshooting all types of issues with LB
- Resolving issues with C-panel/WHM, Plesk control panel - Server hardening and optimization - Installing security patches on server - Performing account to account or server to server migration from various platforms.
- Monitoring alerts using Emagic and PRTG tools and following SLA
- Handling and response to the mails, such as providing information to users
- Raising the tickets and replying on tickets to clients.
- File Systems and Process management.
- Configuration of Master server, Slave server & integrating NFS and Autofs
- Managing User and Group Administration
- Installing and Upgrade the Linux Using Kick-start Method.
- Package Administration (RPM and YUM)
- Performing Schedule Jobs (AT & Cron).
- Process administration and management like monitoring, start/stop/kill various processes.
- Monitoring and Managing Swap space.
- Working with Open Source Packages like Sudo, Open SSH and Providing Troubleshooting.
- Configuration of Remote Access Utilities, Providing User Access Control on Services
- Like Telnet, FTP and SSH.
- Monitoring System Resources, Logs, Disk Usage, Scheduling and Monitoring Backups and restore.
- Setting up cron jobs for the user to deploy scripts on production servers.
- Installation, configuration and maintenance of LVM on RHEL
- Setup Quotas for the user accounts & limiting the disk space usage.
- Performed check out for the sanity of the file systems and volume groups.
- Responsible for settings up NFS server and client, Telnet server, FTP servers, DNS, DHCP, LVM and Apache Configuration, Samba installation and configuration.
- Working in a 24X7 on call rotation to support critical production environments.
- Work experience on consoles and administrated the accounts.



## **Certifications:-**

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- Red Hat Certified System Administrator (RHCSA)
- Red Hat Certified Engineer (RHCE)
- Red Hat Certification Number :- 160-129-086

## **PROFESSIONAL SKILLS:-**

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- Creating Partitions, Formatting Partition Use essential tools
- Access remote systems using Tiger VNC, SSH
- Backup files using tar, gzip & bzip2
- Managing Processes & CPU usage
- Start, stop and check the status of network services
- Configure local storage like list, create, delete and set partition type for primary, extended and logical partition
- Create, Mount, un-mount File systems
- Deploy, Configure and Maintain System, networking (Installing RPM, YUM configuration)
- Manage Users and groups
- Samba, Apache, NFS, ISCSI, Mail servers Configuration.
- Creating and managing databases MYSQL & Maria DB.

## **Installation, Configuration, Administration & Troubleshooting of Linux operating systems:-**

- Installation of Linux using NFS, SAMBA, APACHE, ISCSI.
- Installation and configuration of **Red Hat Enterprises Linux**.
- Managing System Start up and troubleshooting to the problems arising at boot time.
- Handlings file system management and related problem.
- Users and Groups Management.
- Implementation Quota's on File Systems for Users and Groups.

## **Network Services:-**

- DHCP Server, for automatic IP address assigning with exclusions based on IP address.
- Implemented Samba Server for connectivity between Windows and Linux systems, sharing directories
- NFS Server, for sharing directories in Linux Environment.

## **Administration:-**

- Managing Quota (disk space limitation) for users and groups.
- Scheduling jobs using Crontab utility for Users.
- User and Group administration and their Policies.
- Maintaining and monitoring system or security logs with Syslog.
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## **Cloud Knowledge:-**

Docker, Container, Kubernetes, Cluster,

## **Education:-**

- SSC from Sardna Kanya Vidyalay, Nasik
- HSC from BYK College of Commerce, Nasik
- B.Com from BYK College of Commerce, Nasik

## **PERSONAL INFORMATION:-**

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<b>Full Name</b>	: Bhagyashri Mohan Kumran.
<b>Date of Birth</b>	: 13 <sup>th</sup> July 1992
<b>Gender</b>	: Female
<b>Nationality</b>	: Indian
<b>Languages known</b>	: Marathi, Hindi & English.
<b>Marital status</b>	: Unmarried.
<b>Hobbies</b>	: Listening Songs and Dancing

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

**PLACE:**

**DATE:**

**Bhagyashri Kumaran**