

KIRAN KUMAR SHEENA

System Engineer

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EXPERIENCE

System Engineer Armia Systems Pvt. Ltd.

April 2019 – Present Kochi, Kerala

- Monitoring/debugging all the issues related to VPS/Dedicated servers and configuration.
- Worked on Control Panel like cPanel, CWP and Plesk.
- Worked on operating system Centos, Ubuntu and Familiar with basic Windows issue and IIS.

Linux System Administrator (NOC) Diya Systems Pvt. Ltd.

September 2016 – April 2019 Mangalore, Karnataka

- Monitoring more than 2000 servers network traffic (monitoring tool: Zabbix), Inbound/ Outbound mail traffic and troubleshoot server side issues (Apache, Nginx, FTP, Mail/DNS servers, SSH), upgrading/applying patches, co-ordinating with sysops team (Located in US) on various platform infrastructure issues.
- Investigate, Identify and resolve server load/cpu utilization issues, spamming and DDoS attacks.
- Handling issues related to Virtualization server (KVM and Xen).
- Handling kernel related issues.
- Database management and resolve issues with database server, migrating databases etc.
- Worked on RAID issues. Identify bad server drives and disk replacements, data backup and recovery. Resolve hardware issues with the help of Data-center specialists.
- Close interaction with the support specialists and customers to track down global internal or public technical issues.
- Task management via Atlassian JIRA and Documentation via Atlassian Confluence.
- The NOC's dedicated duties are 24/7 monitoring thousands of Cloud servers, network traffic, Inbound/ Outbound mail traffic etc.

Tech Tier2 Technical Support Diya Systems Pvt. Ltd.

May-2014 – September 2016 Mangalore, Karnataka

- Worked on escalated technical support requests.
- Troubleshooting issues related to control panel: vDeck.
- Configuring and troubleshoot issues related CMS like WordPress, Joomla and Drupal / PHP script related issues.

L1 Support specialist Diya Systems Pvt. Ltd.

April 2013 – May 2014 Mangalore, Karnataka

- Communicating with customer to gather information related to issue and identify root cause of the issue.
- Escalating support requests to various departments and update the report and documentation.

SKILLS

Linux System Administration

Shell Scripting RAID LVM


Virtualization MySQL DHCP


NFS SAMBA cPanel/WHM

Zabbix/Nagios

Docker Ansible Git/Github

CERTIFICATIONS

 **1ca7-f9ae-6c1d-da9c**
cPanel and WHM
Administrator Certification-CWA

 **097c-a2bd-5203-f53d**
cPanel and WHM System-
Administrator Certification-CWSA-1

EDUCATION

BE in Computer Science and Engineering
P.A College of Engineering
July 2009 – May 2012

Diploma in Computer Science
S.N.M Polytechnic
June 2006 – May 2009

LANGUAGES

English
Kannada
Malayalam
Hindi

