

NILESH MUTHAL

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LINUX SYSTEM ENGINEER

SERVER ADMINISTRATION | INCIDENT/CHANGE MANAGEMENT | EVENT MANAGEMENT

PROFILE SYNOPSIS

- **Dedicated System Engineer with over 4 years of experience in managing RHEL, CentOS, and Ubuntu Servers** in the BFSI, Web Hosting and IT Support Roles. **Skilled in Incident, and Change Management** through **ServiceNow**.
- **Proficient in** managing a diverse range of services like **SSH, OpenSSL, NTP, NFS, FTP, Apache, Nginx, DNS Bind9, MySQL, MariaDB, Postfix, Dovecot, Roundcube webmail etc.**
- **Strong Working knowledge of** RHEL/CentOS Servers, Networking and Hardware Troubleshooting, iptables and firewalld Firewalls, SSL/TLS Certificate Management, Nagios/IBM Tivoli Monitoring, Job Scheduling, vCenter Server and vSphere Client VM Management, Version Control Using Git and GitHub, Python/PHP/Node.js App Deployment, WebHosting Control Panels
- **Skilled in Event Management** and addressing alerts such as Heartbeat, FS, Storage, TSM Backups, AutoSys Jobs, VCS, Compute, Memory, Hardware, and Networks.
- **Familiar with AWS Services, and Bash Scripting** for automating repetitive and time-consuming tasks.
- **Experienced in** managing and performing tasks related to **Networking and Hardware**, including Firewalls, Routers, Switches, LAN Cabling, Network Interfaces, VPNs, Dell/HP Servers, RDP, iLO, Remote Console, and various components such as Compute, Memory, Storage, and System Boards.
- **Recognized for** exceptional teamwork and the swift resolution and escalation of customer issues, ensuring high customer satisfaction through efficient issue resolution, strong communication, and customer support skills.
- **Motivated to contribute to an organization** that values my expertise and provides significant **career advancement opportunities for continuous growth.**

CORE COMPETENCIES

Linux System Engineering ■ Server Administration ■ ServiceNow Incident and Change Management ■ Event and Performance Monitoring ■ Package Management ■ Storage Management ■ User and Group Management ■ Logging and Troubleshooting ■ Backups and Recovery ■ Virtualization and Cloud Technologies ■ Customer Support

Technical Acumen

- ♦ **Linux Services** SSH, OpenSSL, NTP, NFS, FTP, Apache, Nginx, DNS Bind9, MySQL, MariaDB, Postfix, Dovecot, Roundcube, Understanding of Proxy, Caching Servers, High Availability and Load Balancing etc.
- ♦ **Command Line Tools** top, sar, vmstat, iostat, iftop, strace, free, lsof, ps, ifconfig, netstat, ip, ping, traceroute, ss, nc, dig, nslookup, iptables, firewalld, telnet, ssh, yum, rpm, apt-get, systemctl, journalctl, ACL, SELinux, LVM, fdisk, du, find, grep, awk, sed, cut, sort, uniq, vim editor etc.
- ♦ **AWS Services** EC2, ASG, ALB, IAM, VPC, RDS, Route53, CloudFront, SNS, SQS, CloudWatch, etc.
- ♦ **Scripting Languages** Bash (Intermediate)

PROFESSIONAL EXPERIENCE

Tata Consultancy Services Ltd., Pune ▶ System Engineer

Since May 2022

Administered production Linux-based servers within the BFSI domain, specializing in incident and change management using ServiceNow. Performing event monitoring through various monitoring technologies.

Key Roles:

- ♦ Server Administration: Managed RHEL/CentOS/AIX production servers for the Banking and Finance sector.
- ♦ Client Support: Responded promptly to inquiries via phone, chat, email, and tickets.
- ♦ Performance Monitoring: Monitored the performance of critical production servers.
- ♦ Incident and Change Management: Implemented Incident and Change Management processes using ServiceNow.
- ♦ Event Management: Oversaw event management for various alerts, including Heartbeat, FS, Storage, Backups, Jobs, VCS, System Resources, Hardware, and Network issues.
- ♦ Troubleshooting: Utilized advanced logging and troubleshooting techniques with various IT infrastructure tools.
- ♦ Documentation: Documented findings within incidents/KB and promptly notified relevant teams for further investigation within the defined SLA
- ♦ **Recognized by management for exceptional teamwork in swiftly addressing and escalating customer issues, playing a pivotal role in upholding customer satisfaction through efficient issue resolution.**

MilesWeb Internet Services Pvt. Ltd., Nashik ▶ Linux Technical Support Executive Aug. 2021 – Apr. 2022

Managed Linux-based server administration, delivering robust technical support to clients through chat and a ticketing system. Oversaw critical web services like HTTP, Email, DNS, MySQL Databases, and diverse Web Applications. Demonstrated exceptional proficiency in efficiently resolving high volumes of customer queries.

Key Roles:

- ♦ Server Administration: Administered Linux-based servers across shared, VPS, and dedicated web-hosting platforms.
- ♦ Monitoring: Conducted server load, disk space, traffic, and OS component monitoring using the Nagios monitoring tool.
- ♦ Issue Resolution: Resolved issues related to services like HTTP, Email, DNS, MySQL, FTP, NTP, SSL, SSH, and web applications.
- ♦ Configuration Management: Managed configuration backups and restoration for hosting accounts.
- ♦ Mail Queue Management: Handled server mail queue, addressing spam and eliminating unwanted content.
- ♦ Package Management: Utilized package management tools including YUM, APT, and RPM.
- ♦ Storage Management: Performed Storage Management using LVM and Standard Partitioning techniques.
- ♦ **Received a certificate of appreciation for effectively managing a high volume of customer queries and resolving various customer issues.**

Solace Infotech Pvt. Ltd., Nashik ▶ Network Administrator Sep. 2019 – Aug. 2021

Played a pivotal role in ensuring the smooth operation of internal systems, developer environments, and information security. Involved in the management of Linux servers, firewalls, network infrastructure, and hardware.

Key Roles:

- ♦ Configuration Management: Proficiently configured a diverse range of open-source tools, handled backups, and managed web services, and command-line tools.
- ♦ Networking: Addressed tasks related to switches, routers, firewalls, and various network devices.
- ♦ **Orchestrated the deployment of a Work-From-Home (WFH) infrastructure for approximately 100 developers during the COVID-19 pandemic.**
- ♦ System Maintenance: Installed, maintained, upgraded performance, and replaced internal employee computer systems.
- ♦ Security Enhancement: Conducted system audits, identifying vulnerable applications and implementing security policies.
- ♦ **Efficiently managed the setup of networking infrastructure for 120 workstations.**
- ♦ Sophos Firewall Management: Managed various aspects of the Sophos Firewall, including VPN, Internet Load Balancer, Web/App Filtering, and User Management.
- ♦ Effective Collaboration: Engaged in effective communication with ISPs and Computer Networking/Hardware Vendors.

PROJECTS

For details regarding projects, please refer to [GitHub](#) | [Portfolio](#)

My objective is to enhance my skills in Linux, Bash Scripting, and Cloud Technologies through diverse projects. Actively contributing to my GitHub portfolio not only showcases my skills but also fuels my commitment to continuous learning and personal growth.

ACADEMIC CREDENTIALS

- ♦ **B.Sc. (Computer Science)** from Pune University | Oct. 2018

Courses and Certifications:

- ♦ Udemy AWS Certified Cloud Practitioner | Feb. 2023
- ♦ Web Hosting Control Panel cPanel & WHM Administrator | Apr. 2019
- ♦ Red Hat Certified System Administrator | Jan. 2019

PERSONAL DOSSIER

Date of Birth: 13/12/1997 || **Language Prowess:** English | Hindi | Marathi