**Prashant Shewale**



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# Experience Summary

Motivated IT support engineer seeks a new position in the dynamic, growth-oriented company focused on cultivating exceptional customer experience and a positive work environment. With experience handling networking concerns, implementing new software, installing new hardware, and addressing user concerns, I bring attention to detail and a dedication to technical improvement to each job. Past achievements include new network architecture component selection and implementation, earning leading industry certifications, and driving the achievement of departmental goals.

**KEY SKILLS:**

* **Functional:** 
  + **Communication**: Deals with internal customers at all levels via telephone and email to ensure successful communication through active listening and thoughtful questions.
  + **Problem Solving**: Resolves in-depth queries methodically independently and with internal Users to find appropriate resolutions and efficiencies, all with a high level of quality.
  + **Team Player**: Enjoys sharing knowledge and encouraging the development of others to achieve specific team goals.
  + **Planning and Organizing**: Refined planning and organizational skills that balance work, team support, and ad-hoc responsibilities in a timely and professional manner.
* **Technical:**
* Have a total of 9 years of experience and currently working as a Linux system administrator with 3.5 years of experience, and 5.5 years of a Desktop Support engineer & Windows server L1 support.
* Proficient in planning and executing Linux server patching processes.
* Experienced in applying security patches, bug fixes, and updates to ensure system integrity.
* Proficient in deploying and managing Red Hat Satellite for centralized Linux systems management.
* Installation and Configuration of Red hat Servers 7/8
* Install, update, and upgrade the packages using rpm and yum tools.
* Monitoring the Server's performance using performance monitoring tools like top and ps etc.
* Configuring the LVM (Logical Volume Manager) and extending the logical volumes online.
* Creating and Managing the File Systems.
* Responsible for creating, modifying, and deleting users, and groups and assigning permissions to users and groups.
* Having experience in Hardware maintenance, replacement of the server, Upgrade of Kernel & OS, Server migration, and Virtualization.
* Having Jenkins tools knowledge.
* Knowledge of ITIL such as Incident Management, Problem Management, and Change Management.
* Experience

**01. Type of Industry:** Capgemini India

**Project Description**: CAGIP

**Role/Title:** Associate Consultant

**Project Duration:** 3.5 yrs.

**Responsibilities:**

1. **Patch Management**

* Responsible for maintaining the security and functionality of the IT infrastructure by applying relevant patches released by software vendors. - Utilizes both manual and automated patching processes using Ansible, an automation platform, to ensure consistency and efficiency in applying security patches and bug fixes.
* Conducts thorough pre-patching checks using scripts, including file system monitoring and service status verification, to assess the system's current state and ensure a smooth patching process.
* Focuses specifically on security patches and bug fixes during the patching process, ensuring that critical vulnerabilities are addressed promptly.
* After patching, conducts post-patching comparisons with pre-reboot states to validate file system states, service statuses, and other critical parameters.
* Actively troubleshoots and resolves issues post-reboot to minimize downtime and ensure the overall stability of the system.
* Engages in effective communication and coordination with the client team to schedule patching activities, minimize disruptions, and address any concerns.
* Manages server registration on the satellite, ensuring that systems are properly registered for streamlined patch distribution and management.
* Implements an auto-patching schedule to automate the patching process, reducing manual intervention and ensuring timely application of patches.
* Re-schedules patching slots on the satellite as needed, taking into consideration operational requirements, and minimizing the impact on critical business processes.

1. **Patch Coordination with Client Team**

* Collaborates with the client team to ensure effective communication regarding patching schedules, potential downtimes, and any other relevant information.
* Coordinates with the client team to ensure a smooth deployment of patches, addressing any concerns or considerations specific to the client's environment.

1. **L1/L2 Support on Red Hat Linux 7/8:**

* Monitors and responds to incident alerts promptly, particularly those related to file system full and services state down on Red Hat Linux 7/8.
* Investigates and troubleshoots incidents, starting with basic Level 1 support tasks such as initial issue identification and resolution.
* Analyzes file system usage to identify the specific directories or files causing full disk issues and takes appropriate actions to mitigate the problem.
* Performs service status checks and diagnoses the root cause of service downtimes, applying basic troubleshooting steps to restore services to normal operation.
* Escalates complex incidents to Level 2 support when necessary, providing detailed incident reports and collaborating with senior technical staff to implement advanced troubleshooting strategies.
* Utilizes relevant diagnostic tools and log analysis to identify trends and potential issues, proactively addressing them to prevent future incidents.
* Collaborates with other teams, such as the patch management team, to ensure coordinated efforts in resolving incidents without causing additional disruptions.
* Manages file system creation and modification requests, including assessing requirements, allocating appropriate resources, and implementing changes according to established procedures.
* Coordinates with the necessary stakeholders to gather information for file system creation, ensuring that the new file systems meet performance and capacity requirements.
* Implements file system modifications based on change requests, documenting changes and ensuring proper communication to relevant teams.
* Works closely with the change management process to ensure that file system changes are implemented smoothly and without impacting the overall system stability.

**02. Type of Industry:** Capgemini India

**Project Description**: Group IT on-site support

**Role/Title:** Associate Consultant

**Project Duration:** 5.4 yrs.

**Responsibilities:**

1. **Hardware and Software Troubleshooting:**

* Diagnose and resolve hardware and software issues on desktops, laptops, and peripherals.
* Identify and troubleshoot hardware failures, connectivity problems, and software errors.

1. **Installation and Configuration:**

* Install, configure, and upgrade operating systems and software applications.
* Set up and deploy desktops, laptops, and other computing devices for end-users.

1. **User Support:**

* Provide technical assistance and support to end-users via phone, email, or in person.
* Assist users with login issues, password resets, and access permissions.

1. **Remote Support:**

* Utilize remote desktop tools to provide support to users in different locations.
* Troubleshoot and resolve issues for remote users efficiently.

**03. Type of Industry:** Impact Info Tech

**Project Description**: Sub-con

**Role/Title:** Desktop Support

**Project Duration:** 1.7 yrs.

**Responsibilities:**

1. **Hardware and Software Troubleshooting:**

* Diagnose and resolve hardware and software issues on desktops, laptops, and peripherals.
* Identify and troubleshoot hardware failures, connectivity problems, and software errors.

1. **Installation and Configuration:**

* Install, configure, and upgrade operating systems and software applications.
* Set up and deploy desktops, laptops, and other computing devices for end-users.

1. **User Support:**

* Provide technical assistance and support to end-users via phone, email, or in person.
* Assist users with login issues, password resets, and access permissions.

1. **Remote Support:**

* Utilize remote desktop tools to provide support to users in different locations.

Troubleshoot and resolve issues for remote users efficiently.

**04. Type of Industry:** IDC Technology

**Project Description**: Wipro

**Role/Title:** Desktop Support

**Project Duration:** 1.1yrs.

**Responsibilities:**

1. **Hardware and Software Troubleshooting:**

* Diagnose and resolve hardware and software issues on desktops, laptops, and peripherals.
* Identify and troubleshoot hardware failures, connectivity problems, and software errors.

1. **Installation and Configuration:**

* Install, configure, and upgrade operating systems and software applications.
* Set up and deploy desktops, laptops, and other computing devices for end-users.

1. **User Support:**

* Provide technical assistance and support to end-users via phone, email, or in person.
* Assist users with login issues, password resets, and access permissions.

1. **Remote Support:**

* Utilize remote desktop tools to provide support to users in different locations.

Troubleshoot and resolve issues for remote users efficiently.

**05. Type of Industry:** SVS Global Softech

**Project Description**: ERP

**Role/Title:** IT Support

**Project Duration:** 1.1yrs.

**Responsibilities:**

1. **Hardware and Software Troubleshooting:**

* Diagnose and resolve hardware and software issues on desktops, laptops, and peripherals.
* Identify and troubleshoot hardware failures, connectivity problems, and software errors.

1. **Installation and Configuration:**

* Install, configure, and upgrade operating systems and software applications.
* Set up and deploy desktops, laptops, and other computing devices for end-users.

1. **User Support:**

* Provide technical assistance and support to end-users via phone, email, or in person.
* Assist users with login issues, password resets, and access permissions.

1. **Remote Support:**

* Utilize remote desktop tools to provide support to users in different locations.

Troubleshoot and resolve issues for remote users efficiently

* Training, Certifications & Affiliations

##### Microsoft Certification ID 9534639

• Microsoft Certified Technology Specialist.

Certification Number: E102-2293.

• **Microsoft Certified Professional**

Certification Number: E081-3000.

• **Microsoft Specialist**

Certification Number: F505-6663.

# Higher Education

* Pune Univercity – Master’s in computer science
* Pune Univercity – Bachelor in computer science