MANISH KUMAR VERMA

▪ Vill. -Gunj, Po. -Kishangarh-Bass,Alwar (Rajasthan) ▪ Contact- 08851349832
▪ mkerma3131989@gmail.com ▪ www.linkedin.com/in/manish-verma-65b3a9109

Technical Support Engineer

Proven Success in Systems Optimization and Strategic IT Solutions

Multi-certified (RHCE, RHCSA, DCA) support engineer with strong experience managing server infrastructures and data-center operations across Unix, Linux, and Windows platforms. Effectively plan, install, configure and optimize IT infrastructures to achieve high availability and performance.

Proven ability to create and deliver solutions tied to business growth, organizational development and systems/network optimization. Skilled problem identifier and troubleshooter comfortable managing systems, projects and teams in a range of IT environments.

IT SKILLS

- Apache, Nginx
- Active Directory
- Workflow Planning
- Cpanel, Plesk
- Systems Installation, Configuration
- ServiceNow
- Share Drive/Backup
- NOS Patches & Updates
- Training & Mentoring

PROFESSIONAL EXPERIENCE

TECHNIP GLOBAL BUSINESS SERVICES PRIVATE LIMITED, NOIDA ▪ 2017 to Present

System Engineer/Linux (Aug 2017 to Present)

Hired as a full-time systems engineer following initial consulting role to manage and maintain a 60+ mixed server environment (Windows/Linux), ensuring 99.9% or better uptime. Evaluate, monitor and enhance IT infrastructure with an emphasis on availability, reliability, scalability, security, data confidentiality and system integrity.

Key Contributions:

- Installed and configured all the Linux servers in the network per specifications of clients..

- Monitored the servers and Linux scripts regularly and performed troubleshooting steps – Tested and installed the latest software on server for end-users.

- Attended calls related to customer queries and complaints, offered solutions.

- Performed routine checks on the Linux servers of the firm.

- Perform Active Directory Services administration & management to include access provide & revoke & routine maintenance.

- Working on escalated tickets & maintaining SLA for enhancement requests are as per ServiceNow

- Monitor network communication by Linux Essential Tools Like (Linuxconf, Cockpit, Puppet)

- Updating UNIX OS patches, and managing server deployment

- Set up and administer user and groups accounts, setting permissions for users.

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PROFESSIONAL EXPERIENCE

EXTRAMARKS EDUCATION PVT. LTD, JAIPUR ▪ Sep2015 to Aug 2017
IT Executive

Consulted with client companies to evaluate, recommend and deploy Web-based and network solutions. Provided strategic planning and project leadership over systems migration, configuration, administration, upgrades and troubleshooting initiatives.

Key Contributions:

➢ Installation of Linux Distribution RHEL, CentOS, Ubuntu/Debian, Linux Mint etc.
➢ Installation & configuration of web hosting control panels like Cpanel, Plesk, DirectAdmin .
➢ Maintain in-house FTP and WEB Server, IIS, Print and File servers.
➢ Maintaining Mail Servers, Web Servers, DNS Servers etc.
➢ Managing the backup and recovery solutions.
➢ Handling Live Chats and tickets with support dept. at Level1-Level4.
➢ Also handled billing and sales related queries.

EDUCATION & CERTIFICATIONS

- Jaipur National University, Jaipur
Master of Computer Applications (MCA)

- Eastern Institute for Integrated Learning in Management, Sikkim
Bachelor in Computer Application *(BCA)*

▪ RHCSA (**Redhat Certified System Administrator**) From Linux World, Jaipur
▪ RHCE (**Red Hat Certified Engineer**) from IIHT Ltd. Nehru Place, Jaipur
▪ Red Hat SELinux Policy Administration From Network Nuts, Delhi
▪ Red Hat Services and Authentication Certificate of Expertise From Network Nuts, Delhi
▪ DCA (**Diploma in computer applications**) from Shri Ram Computer Edu, Chiittorgarh

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PERSONAL DETAILS

Date of Birth:	31 March 1989
Father's Name:	Mr. Kailash Chand Verma
Gender:	Male
Hobbies:	Playing sports indoor and outdoor.
Local Address:	New Ashok Nagar, Delhi

DECLARATION

I hereby declare that the above information is true and correct to the best of my knowledge and belief.

DATE: (Manish Kumar Verma)