

RESUME

Smit Waman

Profile – Tech-support engineer

🏠 Pune

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OBJECTIVE

Self-motivated Electronics Telecommunication Engineer as an engineer seeking a challenging role to leverage my skills and tech knowledge with continuous learning.

EXPERIENCE

June 2018- May 2023

- Provide first-line technical support to end-users, addressing hardware and software issues promptly and efficiently.
- Administer and maintain Windows and Linux-based systems and server, ensuring system stability and security.
- Perform system monitoring, maintenance, and troubleshooting to ensure optimal performance and minimize downtime.
- Collaborate with cross-functional teams to deploy and configure software applications and updates.
- Conduct regular system backups.
- Manage Active Directory, user accounts, and group policies to maintain a secure and organized network environment.
- Respond to service tickets and inquiries, escalating complex issues to appropriate teams when necessary.
- Collaborate with vendors to troubleshoot and resolve hardware and software issues.
- Implement and enforce security policies and protocols to protect sensitive information.
- Train end-users on system functionality and best practices to enhance overall efficiency.
- Document system configurations, procedures, and troubleshooting steps for knowledge sharing and future reference.
- Participate in on-call rotations to provide 24/7 support for critical system issues.

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ROLES PERFORMED

- Desktop Support
- Network support
- Printer support
- Customer support
- Server monitoring and hardware Support

EDUCATIONAL DETAILS

S/N	COLLEGE	YEAR	UNIVERSITY	PERCENTAGE
1.	GHRIET, Pune B.E. in Electronics and telecommunication	May 2010 - Aug 2017	University of Pune	65 %.
2.	SKJC, Alefata — H.S.C.	Jun 2008 - Aug 2010	Maharashtra state board	77 %.
3.	DMHS, Ale — S.S.C	Jun 2007 - Aug 2008	Maharashtra state board	82 %.

B.E. UNIVERSITY PROJECT

- Smart AI Camera 2. Smart Irrigation System

TECHNOLOGIES KNOWN (Support Engineer):

- Operating Systems: Windows, Linux (Ubuntu).
- Networking: TCP/IP, DNS, DHCP.
- Virtualization: Docker, VMware
- Active Directory:
- Monitoring: EPBx server.
- Ticketing Systems: Service Now.
- Security: Firewall, Antivirus solutions.

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WORK EXPERIENCE:

S/N	Company Name	Profile	From	To	Location
1.	OPTIVA INDIA TECHNOLOGIES PRIVATE LIMITED, MUMBAI.	ASSOCIATE CUSTOMER OPERATIONS SPECIALIST	29/10/2018	15/04/2019	Mumbai
	LOCKDOWN CORONA				
2.	AVAYA INDIA PRIVATE LIMITED, PUNE.	AVAYA SUPPORT ENGINEER	15/06/2022	30/08/2022	Pune
3.	BAJAJ FINSERV,PUNE	SYSTEM ADMINISTRATOR-1	10/09/2022	10/03/2023	Pune
4.	MPHASIS,PUNE	TECHNICAL SUPPORT-1	20/05/2023	01/08/2023	Pune

INTERNSHIP PROGRAM ATTENDED






1. AWS-K8S DEVOPS boot camp at Arbor Academy, Pune | May 2023 – DEC 2023






- Introduction to DEVOPS
- LINUX Commands
- CLOUD Services - AWS.
- Version Control | GITHUB
- Containerization | DOCKER
- Configuration Management | MAVEN
- Continuous Testing | SONARQUBE
- Continuous Integration | JENKINS
- Container Orchestration | KUBERNETES
- Continuous Monitoring | Prometheus and Grafana

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2. DEVOPS Engineer Intern at Signimus Technology, Pune | JAN 2024 – Present






- List of worked projects :

S/N 1.	 PROJECT TITLE	➤ Rectangle Area Calculator Application Development and Docker Deployment
	 TYPE OF PROJECT	➤ Java Application Development and Containerization with Docker
	 KEY TECHNOLOGIES	✓ JAVA ✓ DOCKER ✓ DOCKERHUB ✓ LINUX
	 TASKS DONE	1. Developed a user-friendly rectangle area calculator using java for functionality. 2. Built Docker image using Docker file and pushed it to Docker Hub repository. 3. Containerized the web calculator application using Docker to encapsulate it with all its dependencies into a single unit with help of Docker file.
	 GITHUB LINK	• https://github.com/smitwaman/rectangle-area-calculator.git






S/N 2.	 PROJECT TITLE	➤ Build CI Pipeline for Web-Calculator JAVA Application
	 TYPE OF PROJECT	➤ Continuous Integration pipeline Development
	 KEY TECHNOLOGIES	✓ GIT- GIT Web hook for SCM ✓ Jenkins for Integration ✓ DOCKER - Image build ✓ DOCKERHUB – Registry for Docker image. ✓ LINUX ENVIRONMENT
	 TASKS DONE	1. Installed and configured server for required GIT- JAVA – JENKINS – DOCKER - COMPOSE DevOps tools on Linux with help of bash-script. 2. Developed Docker file, Jenkinfile, POM.xml file and java code. 3. Push all files from local to GitHub cloned Repo. 4. Configured settings web hook for project in Jenkins and GitHub and build Docker image from code. Finally push image to Docker registry.
	 GITHUB LINK	• https://github.com/smitwaman/web-calculator.git

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S/N	 PROJECT TITLE	➤ Deployment of application on K8S cluster using Argo-CD
3.	 TYPE OF PROJECT	➤ Kubernetes Deployment
	 KEY TECHNOLOGIES	✓ Kubernetes cluster ✓ Argo-CD ✓ Helm-Chart ✓ LINUX ENVIRONMENT
	 TASKS DONE	5. Installed and configured server for required K3S cluster- Helm 3 – Argo CD on Linux with help of Helm chart. 6. Developed Deployment.yaml, and source code for application. 7. Push all files from local to GitHub cloned Repo. 8. Configured settings for deployment in Argo cd-server.
	 GITHUB LINK	• https://github.com/smitwaman/web-calculator.git

S/N	 PROJECT TITLE	➤ IAC using terraform for base infrastructure using AWS resources
4.	 TYPE OF PROJECT	➤ Infrastructure as code
	 KEY TECHNOLOGIES	✓ Terraform ✓ AWS ✓ AWS-CLI ✓ VS-Code ✓ LINUX ENVIRONMENT
	 TASKS DONE	1. Installed and configured server for required AWS-CLI and terraform on Linux with help of bash-script. 2. Developed terraform files for custom VPC, EC2, S3, and RDS-DB using VS-Code. 3. Push all from local to GitHub Repo with cloned repo. 4. Configured resources for base infrastructure on AWS cloud with running terraform commands.
	 GITHUB LINK	• https://github.com/smitwaman/terraform-two-tier.git

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S/N	 PROJECT TITLE	➤ Create HA cluster of app server using template on AWS with ALB service
5.	 TYPE OF PROJECT	➤ Cloud configuration - Self learning
	 KEY TECHNOLOGIES	✓ AWS cloud Account ✓ LINUX ENVIRONMENT
	 TASKS DONE	1. Configured AWS account, IAM role, Custom VPC, app server template, Target groups, ALB and WAF with IP set. 2. Finally deployed app server with AWS resources.
	 GITHUB LINK	• https://github.com/smitwaman/aws-cloud-appserver-demo.git