

# SUKANTA BISWAS

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## SUMMARY

Linux System Administrator with over 2 years of experience in Linux server management, LAMP stack deployment, and web hosting support. Strong expertise in troubleshooting, customer support, DNS/mail servers, and server monitoring. Hands-on with Docker and CI/CD pipelines, with exposure to cloud and virtualization technologies.

## Core Skills

- **Linux System Administration (Ubuntu, Debian, CentOS, RHEL)**
- **LAMP Stack (Linux, Nginx, Apache, MySQL/MariaDB, PHP)**
- **Web Hosting & Control Panels: CPanel, Plesk, phpMyAdmin**
- **Mail Server Administration: Postfix, Zimbra, Linux-based mail servers**
- **DNS Management: MX, A, CNAME, TXT Records**
- **Virtualization: VMware, Proxmox, Hyper-V, Docker**
- **Cloud Platforms: AWS, Azure**
- **DevOps & Automation: Docker, CI/CD (Jenkins, GitLab CI), Bash scripting, Git**
- **Server Security, Backup & Disaster Recovery, Monitoring Tools (Nagios, Zabbix, Prometheus)**
- **Technical Support (Phone, Email, Remote Assistance)**
- **Basic HTML/PHP /Python /bash /YML**

## WORK EXPERIENCE

### System Administrator

Jan 2024 - Present

#### Thinksurfmedia LLP (TSM) | 2024 – Present

- Administered Linux servers and Windows environments ensuring uptime and security.
- Installed, configured, and managed LAMP stack for multi-domain hosting.
- Provided technical support to clients over phone and email, troubleshooting Linux server issues.
- Configured and managed CPanel, Plesk, phpMyAdmin, and mail servers.
- Managed DNS records (A, MX, CNAME) and handled website hosting support.
- Implemented Docker for application isolation and assisted with CI/CD pipelines.
- Proactively monitored server health using Nagios, Zabbix, and Prometheus

### Desktop Support Engineer

Feb 2022 - Dec 2024

#### Infodrive India Pvt. Ltd. (II Global) | 2022 – 2024

- Delivered end-user technical support for hardware, OS, and network issues.
- Assisted in Linux/Windows server setups, upgrades, and IT security enhancements.
- Supported CCTV, surveillance systems, and ensured smooth IT operations..

## EDUCATION

- **B.Tech in Computer Science & Engineering – Camellia Institute of Technology | 2021 – 2024**
- **Diploma in Computer Science & Technology – Santiniketan Institute of Polytechnic | 2018 – 2021**
- **Higher Secondary (CS) – Gantar B.M High School | 2016 – 2018**

## ADDITIONAL INFORMATION

- **Technical Skills:** IT infrastructure – such as servers, networks, and databases and Project management with AI agents
- **Languages:** English, Hindi, Bangla
- **Certifications:** AWS Cloud technical essentials certification(AWS).
- **Awards/Activities:** Participation in Hackathons: Took part in regional and national hackathons, collaborating with teams to solve complex system administration challenges using Linux-based solutions.