UJJWAL KHALE

Technical Support Engineer

Contact

Address: Saket Nagar, Bhopal

Phone: +91-8359019009

Email: ujjwalkhale92@gmail.com

Web: www.ujjwalkhale.github.io

Social: www.linkedin.com/in/ujjwalkhale

Professional Summary

Five years of experience in the management of IT Infrastructure which includes administration of desktops, networking, Windows and Linux-based server installation, configuration, maintenance and management.

Two years of experience providing technical support and troubleshooting for product-driven on-premises and AWS cloud applications in running critical production-grade environments. Proven ability to implement and integrate processes to resolve complex technical issues in a timely and efficient manner with the help of excellent communication and customer service skills.

Education & Certification

- **AWS Solution Architect – Associate**
  → Amazon Web Services
  (Validity Nov-2023 to 2026)

- **NDG Linux Unhatched**
  → Cisco Networking Academy (2023)

- **Technical Support Fundamentals by Google**
  → Coursera e-learning (2021)

- **IT Security, Linux Technology, Networking Fundamentals**
  → Appin Technology Lab Bhopal
  (pass out 2019 and 2020)

- **B.com with Computer Application**
  → RKDF University Bhopal
  (Graduated in 2018)

- **Higher Secondary (10+2) M.P. Board**
  → Aryans Public School (pass out 2015)

Work Experience

Technical Support Engineer - 04/2022 to Present
Agami Tech Pvt. Ltd, Mumbai, Maharashtra

- To be the first point of contact for organisation clients to understand their concerns, issues and requirements to provide efficient solutions promptly to ensure service satisfaction.
- Providing technical assistance to end-users remotely for facing on-premises and AWS cloud server applications-based issues in a critical production environment to create a better customer experience.
- Installation and configuration of Call Centre software solution product-based server applications and services
- Proactively troubleshoot all Linux infrastructure technology-based application services for example E-PBX System, Freeswitch, Nodejs, Docker, MariaDB, Redis & Apache, SSL Certificate, CRM & API basics.
- Configuration of VOIP protocol and gateway including PRI, GSM, FXO and SIP routing; as required for application server services to maintain 24/7/365 uptime service as customer operational requirements
- Diagnosing server application and services-based fault findings, identifying solutions, analysing and logging information and taking steps to prevent them from happening again for performance exceptions.
- Documenting technical issues and solutions in a knowledge base and a ticket portal system.

System Admin - 04/2022 to Present
Agami Tech Pvt. Ltd, Mumbai, Maharashtra

- Installation and Maintenance of Windows and Linux-based desktops, Dell Wyse thin clients, HPE, IBM servers, Network shared printers, local FTP, IP phones etc.
- Troubleshooting of hardware, software and network-based on-premises technical issues in real-time.
- Configuration and maintenance of Server, Networking Devices and services like Switches, firewalls, Network Management Tools, LAN, WAN and other systems.
- Maintain the Centos 7, Windows 2016 Server health, storage, availability performance etc.
- Analysis and Reporting of requirements for IT infrastructure like IT Asset Inventory and NMS report.
- Troubleshoot and Quickly Resolve any technical problems encountered suddenly in IT infrastructure systems or any network-based real-time issues.

Technical Skills

- AWS Cloud Support
- Linux Administration and server-based Configuration and troubleshooting.
- HPE Server Management.
- IT Infrastructure management.
- VOIP Concept – SIP, PRI, GSM, FXO-Gateway, IP-phones.
- Networking Concepts – Firewall, LAN, WAN, Routing, SSL VPN, SSL Certificate, WebSocket, HTTPS, Samba, NFS, FTP, API, TCP/IP, UDP