

UJJWAL KHALE

Contact

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Education & Certification

- **MCA (Post Graduation)**
→ Mangalyatan University, U.P.
(Approved by DEB, UGC, AICTE)
Pursuing Online (2023-2026)
- **AWS Solution Architect – Associate**
→ Amazon Web Services
(Nov-2023)
- **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)

Technical Skills

- AWS Cloud Support
- Linux Server Administration.
- HPE Server Management.
- IT Infrastructure management (Desktop, Servers, Networking).
- VOIP Protocols– SIP, PRI, GSM, FXO- Gateway, IP-phones.
- Networking– Firewall, LAN, WAN, Routing, SSL VPN, SSL Certificate, WebSocket, HTTPS, Samba, NFS, FTP, API, TCP/IP, UDP

Technical Support Engineer

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.

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 - 10/2017 to 4/2022
WeWin Limited, Bhopal, Madhya Pradesh

- 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.