UJJWAL KHALE

Technical Support Engineer,

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Residence: Bhopal, Madhya Pradesh

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, Agami-Tech Pvt. Ltd. Mumbai, Maharashtra
Apr-2022 to Present (One+ Years)

- **Key Roles & Responsibilities**

✓ To be the first point of contact for organisation clients to understand their concerns, issues and requirements to provide solutions in a timely and efficient manner and 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 ticketing system.

System admin, We Win Ltd. Bhopal, Madhya Pradesh
Oct-2017 to Apr-2022 (Five Years)

- **Key Roles & Responsibilities**

✓ 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

- Expertise in Desktop, server-based Hardware, Network and software level Configuration and Troubleshooting.
- Hands-on practices on AWS Cloud and on-premises Linux Server and Application level backend services relevant configurations, operations and troubleshooting with PCAP analysis for logging.
- Well-known Networking concept and components - VOIP PRI, GSM, FXO Gateway, Firewall, LAN, WAN Routing, SSH, VPN, SSL Certificate, HTTPS, WebSocket, API, TCP/IP, UDP, FTP, SAMBA, NFS configuration.
- IT Infrastructure Management & Maintenance skillset.
- Ability to grasp technical concepts quickly and easily to Identify and remedy performance bottlenecks in complex systems as required by SLA and Escalation Matrix.

EDUCATIONAL QUALIFICATION & CERTIFICATES

- **AWS Cloud Solution Architect: Associate – Amazon Web Services (Nov-2023)**
- E-certification of **NDG Linux Essentials** (Advanced) – Cisco (2023)
- E-certification of **NDG Linux Unhatched** (Beginner) – Cisco (2023)
- E-certification of **Technical Support** Fundamental by **Google** – Coursera.org (2021)
- **IT Security, Linux Technology, Network Technology** – Appin Technology Lab, Bhopal (2019-2020)
- **B Com. (Computer Application)** – RKDF University, Bhopal (2015-2018)
- **Higher Secondary (10+2) –** APS Bhopal in 2015 (via M.P. Board)

PERSONAL STRENGTH

- Excellent Communication skills,
- Strong Ability to collect and analyze information
- Quick Action for Instant Decision making
- Compressive problem-solve,
- Maintaining individual performance targets.
- Active questioning & listening skills.
- Ability to work under pressure.
- Work well as a member of a team & insolation.

Declaration

I, Ujjwal Khale, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

 Ujjwal Khale

Bhopal, Madhya Pradesh
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