

# UJJWAL KHALE

Technical Support Engineer,

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**Residence:** Saket Nagar, 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.

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## 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, CRM & API basics.
- ✓ Configuration of VOIP protocol including PRI 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.

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**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 servers, Grandstream and Cisco 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 infra systems or any network-based issues.
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## 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 and operations with PCAP analysis for logging.
  - Well-known Networking concept and components - VOIP PRI Gateway, Firewall, Routing, SSH, VPN, SSL Certificate, HTTPS, WebSocket, API, TCP/IP, UDP.
  - 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.
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## 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** – Cybrom Technology. Bhopal (2019-2020)
  - **B Com. (Computer Application)** – RKDF University, Bhopal (2015-2018)
  - **Higher Secondary (10+2)** – APS Bhopal in 2015 (via M.P. Board)
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## 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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