

Name : Uttej Kumar Palavai

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Career Highlights:

- Knowledge of Web Hosting and troubleshooting, Server Administration, Domain management, patch management, Security Concerns, Email Administration and Troubleshooting.
- Ensure the administration and timely maintenance of both Linux flavoured CentOS, Ubuntu, Debian and Windows Servers along with cPanel/WHM and Plesk.

Professional Experience: 4+ years

Organization: Shock Hosting LLC

Duration: May-2021 to date

Role: Tech Support Engineer

Responsibilities:

- Working on cPanel and Plesk panel both on Shared hosting and VPS/Dedicated Servers.
- Good exposure to Active Directory administration Domains, Emails, SSL Certificates.
- Working on Domain Active directory and management.
- Managing PhpMyAdmin for MySQL Databases and myLittleAdmin for MSSQL Databases.
- Daily/Weekly Health Check-ups of Servers & server uptime.
- OS upgradations; Application upgrades with minimum downtime.
- Work with asset management team to maintain accurate records of all Exchange/Messaging software.
- Escalation issues handling (Application troubleshooting).
- Managing SQL server, FTP, SFTP and SSH protocols.
- WordPress debugging, Plugins and Themes support.
- SSL and CDN installation and management for Sucuri and Cloudflare.
- Ticket handling and managing server alerts including Backup issues.
- Managing Plesk and WHM control panels.
- Debugging and analyzing problems find the root cause and develop solutions to meet customer needs.
- Configuring secondary and stub zones in DNS.
- Consistently sharing best practices with team members. Acting as a technical resource for broad and complex issues.
- Planning all the necessary up-gradation for the clients to provide the best.

Organization: Pioneer eLabs Ltd.

Duration: Mar-19 to May-21

Role: Web Hosting Engineer

Responsibilities:

- Implementing, Administering Windows server 2008&R2, 2012&R2, 2016 and 2019.
- Working on DNS, DHCP.
- Implementation and configuration of Group Policies.
- Manage Exchange Online users, manage recipients - create, modify, delete, shared mailbox, recover deleted emails.
- Monitoring of the messaging infrastructure and responding to alerts within the environment.
- Acting as the tech guide for newbies and acting technical lead for the team.
- Designing and managing the Zimbra Email server for internal communications.

Organization: Genpact India Pvt. Ltd.

Duration: Sep-17 to Mar-19

Role: Process Associate

Responsibilities:

- Resolving the Hosting and Server technical issues.
- Knowledge of the Domain DNS management.
- Have experience in handling web security concerns.
- Ability to manage Professional email issues.
- Strong knowledge of Web security and SSL Certificates.
- Capability to manage Search Engine Optimization.
- Sound knowledge of Email Marketing.
- Ability to handle both cPanel and Plesk panels in Shared hosting and Servers.

Personal Attributes:

- Strong commitment and dedication.
- Ability to work independently and perform very well as part of a team.
- Ability to use initiative and work with minimal supervision.
- Ability to prioritize workload and meet conflicting demands and deadlines.

Software and Hardware Skills:

- Working platforms : WINDOWS 2008&R2, 2012&R2, 2016, 2019, Cloud Linux, CentOS
- Cloud Computing Skills : AWS Cloud, Google Cloud
- Programming Languages : HTML, Android

Technologies of Work:

- Android App Development
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Scholastics:

- Graduated from Swarna Bharathi Institute of Science and Technology College, B.Tech from the Stream of Electronics and Communication Engineering, Khammam with 68%.
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Achievements:

- Awarded with Employee of the Month award numerous times.
 - Accomplished several Hosting certifications.
 - Presented several Paper Presentations on present-day technologies.
 - Attend workshops conducted by several famous institutions and organizations.
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Personal Details:

Name	:	Uttej Kumar Palavai
Father's name	:	Rambabu
Date of Birth	:	09/July/1995
Gender	:	Male
Marital status	:	Single
Languages known	:	Telugu, English, Hindi
Nationality	:	Indian

Declaration:

I hereby declare that the above-given information is true to the best of my knowledge.

Date:

Place:

Yours Sincerely,

UTTEJ KUMAR. P