

GAURAV KUMAR

Linux System Administrators

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DLF Phase 3, Sector 24, Gurgaon, Haryana

PROFILE

To make use of my interpersonal skills, career-oriented and technical pieces of training, and past project experience to achieve specific goals and to meet specific success criteria in the specified time. I am looking for myself in a more senior role with more responsibility.

EDUCATION

Diploma / IT / Course Duration 3 year / July-2016 – May-2019

D.E.I Technical Collage / D.E.I DayalBagh, Agra, Uttar Pradesh.

Class 12th / UP Board / 2015-2016

Agra, Uttar Pradesh.

Class 10th / CBSE Board / 2011- 2012

Agra, Uttar Pradesh.

EXPERIENCE

Teleperformance Pvt Ltd.

Technical Support Engineer / 05 June 2019 – 02 July 2020

Authbridg Research Services Pvt Ltd.

Linux System Administrators / 07 July 2020 – 27 Aug 2021

NLB Services Pvt Ltd.

Linux System Administrators/ 25 OCT 2021 – Till Now

Total experience: - 3 Years

- Working experience Linux servers Ubuntu 18.04, 20.04, centos 6, 7, 8
- Linux and Windows patch updated and installation,
- Virtualization by VM or hypervisor for reduce the hardware,
- Linux shell scripting, or Automation by Ansible, Jenkins,
- Linux software issue resolution windows software issue resolution,
- Monitor AWS Linux server by the web app Observium, check MK,
- Installation of monitoring tools check MK, Zabbix, Nginx.

- Linux software resolution Apache, php, MySQL, python, Filezilla, Docker engine.
- Working experience in selenium script or bash script for the project of Automation.
- Working experience in AWS EC2, cloud watch, load balancer, scalar, or s3 bucket.
- AWS network management VPC, creating new instance, managing , web hosting, ssl certificate implementation, allow traffic rules over VPC or instance
- AWS storage, lambda function, scripting on crontab according to scalars,
- Active directory user management or group management LDAP accessed SMB storage directly management,
- Knowledge of DHCP,DNS, WINDOWS SERVERS, Firewall, TCP IP ,FTP,SMB, LDAP, OFFICE 365,
- Managing Google workspace G suite for mail id creation or managing
- Mailing protocol, SMTP IMAP, POP3, EXCHANGE SERVERS,
- Remote application anydesk, ultra VNC, IMS sapphire.
- Installation of Windows and Linux OS Using different settings from bios.
- Resolving client issues over call, mail chat and tickets.
- Ability to deal with difficult callers.
- Good analytical and problem-solving skill.
- SAP, Sophos or Pritunl VPN, MS office products, Manage ingen Tickets tool, VM, java etc. Applicationssupport according to user requirements.
- Linux version 16.04 or 18.04 Operating System installation and software installation Engineering Teams software installation and Troubleshooting and errors handling.
- Working experience in Service request regarding to Authbridge Software Installation and access asper user needs.
- Configuration & Troubleshooting of Utility tool MacAfee for Authbridge Build system and install an OSpatch as per new update.
- Installation & Login troubleshooting of Citrix (4.9 LTSR and workspace 1912).
- Configuration of bit-locker encryption / decryption for Drivers Security.
- Manage all user desktop / laptop admin password through LAPs application.
- Configuration of VPN pulse secure, One Drive for data storage.
- Provide remote support through Log Mein rescue, Skype and MS-teams.
- Configuration & Troubleshooting Office 365, Outlook 2016, 2013, 2019 & 2010.
- Monitoring tool (Manage Engine Service desk Plus) my helpline and update tickets with properresolution.
- Knowledge of SLA priority of P1, P2, P3 and P4 Tickets.
- Laptop Hardware troubleshooting like a replacement.
- Good Knowledge of mailing protocols with seniors and colleagues.

- Sound knowledge of incident & service request management procedures.
- Able to R&D process and products, to improve the existing process.
- Implement of new software and hardware in infrastructure.
- Adapt to change according to situation and focused listener.
- Good hands-on practice making end shift report and handovers, MSOffice Excel.

ACHIEVEMENTS

- Working experience in transition period successfully Migrated more than 1500 system from Footprint domain to Authbridge domain.
- Worked with Infrastructure team, where my responsibility was to delivering best level support to our customer over remote, voice, chat and email.

HOBBIES

- Reading and Learning new technologies
- Reading books
- Cooking
- Running
- Singing