

# Deepika Gupta

## Technical Support

Experienced Senior Analyst with 3 years of experience in technical support. Excellent reputation for resolving problems and improving customer satisfaction.



## Work History

**2019-10 -  
Current**

### Senior Analyst

*HCL Technologies, NOIDA, Uttar Pradesh*

- Troubleshooting, Installation, configuration and Support of RedHat Enterprise Linux (6,7 and 8)
- Disk and file system management.
- Sound experience in Linux LVM, VxVM and User Management.
- Apply OS patches and upgrades on a regular basis, and upgrades administrative tools and utilities. Managing Installed services and process.
- Perform regular security monitoring to identify any possible intrusions, OS Hardening
- Basic Knowledge in Networking and Subnet.
- Network management and troubleshooting.
- Responsible for, NFS, SAMBA, SSH, FTP, Send mail, DNS servers Installation and Configuration.
- Apache server configuration, NTP Server, IP Tables & Firewall.
- Experience in directory services like LDAP system
- Experience in Shell Scripting and Ansible Automation
- Knowledge in Veritas cluster administration.
- Managed customer relations by developing effective communications process
- Identified and resolved problems through root cause analysis and research



## Contact

### Address

Moradabad, U.P., 244001

### Phone

741 781 2441

### E-mail

Deepika1610gupta@gmail  
.com



## Skills

RedHat Linux



Shell/Bash Scripting



Ansible



Azure Fundamental



Veritas Cluster



Openshift



## Software

Service Now



Good



## Education

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2015-08 -  
2019-07

### **B.Tech: Electrical, Electronics And Communications Engineering**

*Moradabad Institute of Technology and Management -  
Moradabad with 78%*

2012-04 -  
2014-03

### **Intermediate: Science Education**

*Wilsonia College - Moradabad with 74%*

2011-03 -  
2012-04

### **Matriculation: Science Education**

*Wilsonia College - Moradabad with 78%*



## Certifications

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Microsoft Azure Administrator(AZ-104) Certified from  
Microsoft



## Hobbies

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Cooking  
Badminton  
Movies