

Yogesh Lamichhane

Basic Info

 : whoisyoges@castorisdead.xyz  : castorisdead.xyz

 : [whoisyoges](https://github.com/whoisyoges)

Versatile IT Professional with expertise in Linux server administration, technical support, and a robust skill set encompassing various tools and technologies. Seeking opportunities to leverage problem-solving, communication, and leadership abilities across diverse roles including Linux Server Admin, DevOps Engineer, IT Specialist, Support Specialist, or IT Head.

Professional Experience

Nest Nepal - Kathmandu, Nepal

Server Administrator and Technical Support Specialist

January 2023 - October 2023

- Monitored and fine-tuned Litespeed, Apache and Nginx web servers for optimal website performance.
- Administered and maintained cPanel/WHM, DA control panels, including server setup, account management, website and server migration and troubleshooting.
- Managed and optimized MySQL, PostgreSQL databases, ensuring data integrity and performance.
- Proficiently worked with Bash scripts to automate routine tasks and enhance system functionality.
- Delivered top-notch technical support to clients, ensuring their hosting environments were fully optimized for performance and security.
- Resolved complex technical issues related to Linux server configurations, firewall, security, DNS, and network connectivity.
- Employed Docker, Jenkins, Git, and GitHub in DevOps practices, enhancing workflow efficiency and project delivery.

Bitmoro Web Hosting - Kathmandu, Nepal

Technical Support Specialist

June 2022 - January 2023

- Delivered top-notch technical support to clients, ensuring their hosting environments were fully optimized for performance and security.
- Resolved complex technical issues related to Linux server configurations, security, and network connectivity.
- Utilized WHMCS for billing, ticketing, and automation tasks, improving operational efficiency.
- Collaborated with the development team, utilizing Git for version control and code management.

Core Technical Skills

- **Operating Systems:** Proficiency in various operating systems, including Windows, **Linux**, MacOS and BSD, as customers may use different platforms.
- **Web Hosting Technologies:** Familiarity with web hosting technologies such as **cPanel/WHM**, **Direct Admin**, and other control panels commonly used in hosting environments.
- **Server Administration:** Basic server administration skills to troubleshoot and configure web servers like **Apache**, **Nginx**, Litespeed, Caddy.
- **Database Management:** Knowledge of database management systems like **MySQL**, **PostgreSQL**, or SQLite.
- **Website Setup and Management:** Ability to assist customers with **website setup and deployment**, **domain management**, **SSL certificate installation**, and **website migration**.

- **Web Development Technologies:** Understanding of web development technologies such as HTML, CSS, JavaScript, PHP, Wordpress, Python, Django, NodeJS and Laravel to help customers with website-related issues.
- **Network Troubleshooting:** Skills in diagnosing and resolving network issues, including **DNS**, IP routing, and **firewall configurations**.
- **Security Awareness:** Awareness of web security best practices and the ability to help customers secure their websites and servers.
- **Backup and Recovery:** Knowledge of backup solutions and data recovery processes to assist customers in data restoration.
- **Monitoring and Logging:** Experience with server monitoring tools and log analysis to identify and address performance or security issues.

Professional Skills

- **Customer Service:** Strong customer service skills, including active listening, empathy, and effective communication.
- **Problem Solving:** Ability to analyze, troubleshoot and solve technical problems efficiently, often under pressure.
- **Patience:** Demonstrated patience when dealing with customers who may have varying levels of technical expertise.
- **Communication:** Excellent verbal and written communication skills to explain technical concepts to non-technical customers clearly.
- **Time Management:** Effective time management skills to prioritize and handle multiple customer inquiries simultaneously.
- **Teamwork:** Collaboration with colleagues and other departments to resolve complex issues.
- **Adaptability:** Flexibility to adapt to changing technologies and industry trends.
- **Conflict Resolution:** Ability to de-escalate customer conflicts and reach amicable solutions.
- **Continuous Learning:** A commitment to ongoing learning and staying updated on the latest hosting technologies and best practices.
- **Multilingual Skills:** Depending on the customer base, proficiency in multiple languages like English, Hindi and Nepali may be an asset for global support.

Education

COLLEGE | **Psychology** – [Janamaitri Multiple Campus](#) Kuleshwar, Kathmandu – 2022 - present

HIGH SCHOOL | **Computer Science** – [St. Lawrence College](#) Chabahil, Kathmandu – 2017 - 2019