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**Mahesh k**

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| Objective |  | ***Seeking a challenging post at your reputable organization where I can utilize my skills effectively & efficiently in a practical manner in my professional approach.*** | |
| professional summary |  | * A technology driven professional with over 2 years of indigenous experience in Information Systems Management, System Administration, Server Administration, Technical Support, Client Relationship Management, Escalation Management and Team Training & Support. * Strong exposure in installation & configuration of workstations, maintenance & troubleshooting of web hosting servers including Windows and Linux. * Adept in administration, installation and technical support of client hardware, software and peripherals. * Linux/Windows Server Administration * Proficiency at grasping new technical concepts quickly and utilizing the same in a productive manner; demonstrated excellence in accomplishing the assigned responsibilities in multi-cultural and multi-facility environments. * Web Hosting Domain Knowledge * Instrumental in driving Process improvements, meeting set targets of Operational Efficiency & SLA Management, achieving &maintaining high customer satisfaction levels. * Strong communication, interpersonal & analytical skills to review customer. * Client/stakeholder management, Service Delivery/Engagement, Leadership & Teamwork. | |
| Experience |  | level 2 system administrator ***Astraea Networks Pvt. Ltd/ Servers Australia*,** Cochin, Kerala, India.  July 2012 – Present  Web: <https://www.serversaustralia.com.au/> InTernship trainee In Support PRO at ***Armia Systems Pvt. Ltd***, Info Park, Cochin, India.  Web: <http://www.armia.com/> | |
| PROFFESIONAL CERTIFICATION | * **Redhat certifications**   RedHat Certified System Administrator, RedHat Certified Engineer.  (RHCSA, RHCE) **CERTIFICATION ID**: 120-034-624   * **Microsoft Certifications**   Microsoft Certified Solutions Associate, Microsoft Certified Professional  (MCSA, MCP), **CERTIFICATION ID**: 11098954   * Completed training in MCSE Exchange Server 2013. | | |
| DUTIES &  RESPONSIBILITIES  EDUCATIONAL QUALIFICATION  Personal Details DATE OF BIRTH | | | * Providing technical support to Windows servers and Linux servers. * Monitoring servers using Nagios * Handling tickets using kayako and Zen ticketing systems. * MySql backups and restoration * Performing migrations and server setups * FTP server installation * R1 Soft and Ahsay backup configuration and restoration * R1 Soft backup configuration and restoration * Main control panels used : Windows Plesk, cPanel, SolusVM * Completed training in MS Exchange 2013. * Installation, configuring and setup of Microsoft Exchange Server 2013 * Installation, configuring and setup of AD/DHCP/DNS/IIS roles. * Administrator Level experience on various Linux distributions like CentOS, RHEL, Fedora, Debian and Ubuntu. * Familiar virtualizations: VMware, KVM and Hyper-V      * Completed Bachelor in technology (B.tech) *in* ***Electronics and communication Engineering*** (june2007– June 2011)   Nehru College of Engineering and Research Centre, Calicut University Kerala   * Date Of Birth : 10th January 1990 (24 years) * Nationality : Indian * Passport Number: J9443154 * Marital Status : Married * languages known : English, Hindi, Malayalam |  | **Trained on**  A+, N+, MCSE, MCITP, CCNA, CWNA, RHCE, MS EXCHANGE |