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**SKYPE: MAHESH.KIZHAKKOOT**

**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.
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| Experience |  | level 2 system administrator***Astraea Networks Pvt. Ltd/ Servers Australia*,** Cochin, Kerala, India.July 2012 – PresentWeb: <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.
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| DUTIES &RESPONSIBILITIESEDUCATIONAL QUALIFICATIONPersonal 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 |