

Professional Summary

- IT Professional with 5.1 years of experience as a System Administrator, specializing in both Windows and Linux environments.
- Proficient in client and server administration, with a fundamental knowledge in cloud platforms such as Microsoft Azure and AWS. Have an overview of Amazon Web Services (AWS), Launched a virtual server using Amazon EC2 LINUX instances also have known to create VM, storage at AZURE cloud platform.
- Expertise includes OS patch management, system optimization, and troubleshooting, ensuring high system availability and security.

Technical Skills

- Operating Systems: Linux (RHEL, Suze, Ubuntu, CentOS), Windows server OS (2012, 2016, 2019), Windows OS (7, 8, 10, 11).
- Patch Management: Patching for Linux OS and Windows; experience with Manage Engine tool.
- Monitoring & Security Tools: Nagios XI, Tenable SC, ARCON PAM.
- Ticketing & Incident Management: Experience with incident management tools.

Linux Administration Skills:

- Installation, Configuration, and
- Troubleshooting of OS's RHEL, Ubuntu, CentOS, Windows.
- User Administration.
- Understanding Linux File System
- Softlinks & Hard links
- Archiving & Compression
- File Permissions
- Troubleshooting of system booting level error (Maintenance Mode or Kernel Panic)
- Linux Schedulers (CRON, ANACRON and AT)
- Software and Package installation using YUM, RPM, Hostnames, Domain names, etc. for individual machines
- Installation & Configuration of MySQL Database (MARIADB)
- FSTAB
- Logical Volume Management (LVM)
- Network Info Service (NIS)
- SAMBA
- DNS
- APACHE
- FIREWALL /IPTABLES
- NFS
- Docker Installation
- Container creation
- NAGIOS Monitoring server
- Infra engineering (hardware and DC maintenance), OS installation on base node.
- TCP/IP Configuration of Clients and Servers: IPs, Gateways, Name servers, Netmasks etc.

Professional Experience Tata Motors Ltd & TTL, Pimpri

System Support Engineer

August 2022 – Present

- Responded to and resolved user queries via email, ensuring prompt information delivery and troubleshooting.
- Performed OS patching for Linux systems (RHEL, Ubuntu) to ensure up-to-date and secure environments.
- Managed user and group administration, maintaining access control and permissions.
- Administered software packages using RPM and YUM for efficient system management.
- Scheduled and managed automated tasks using Cron to streamline operations.
- Monitored and managed system processes, including starting, stopping, and troubleshooting various processes.

- Oversaw swap space monitoring and management to optimize system performance.
- Provided troubleshooting and support for open-source packages, including SUDO and OpenSSH.
- Configured remote access utilities and controlled user access on services like DHCP, FTP, and SSH.
- Installed Docker and created containers to meet project-specific requirements.
- Incident Management: Resolved user issues via a ticketing system (incident management) and maintained documentation
- System Maintenance: Installed and configured software, managed OS patches, and addressed application issues
- Active Directory Administration: Managed user accounts and groups
- Work-related compliance: Monitored MECM and antivirus consoles for system sync.

Sulzer India Pvt. Ltd., Ranjangaon

Desktop Support Engineer

September 2021 - July 2022

- Installed, configured, and maintained Linux servers (e.g., Ubuntu, CentOS, RHEL)
- Monitor system performance, usage, and availability, ensuring uptime.
- Managed user accounts, permissions Linux-based authentication mechanisms.
- Applied system updates, package installation, patch management related tasks.
- Resolved issues related to hardware, software, and network in a Linux environment.
- Supported mechanical design applications by installing and configuring software like SolidWorks, CATIA, and AutoCAD and resolved connectivity and licensing issues.

Go Digit General Insurance Ltd., Pune

System Support Engineer

November 2019 – July 2021

- Installing or deploying the computer/ Laptop with Linux or Windows OS. As per project requirement.
- As per requirement install and un-install the packages, services & software.
- Troubleshoot or resolve the H/W-related issue of the computer system or laptop.
- Monitored system logs, network connectivity, and server/system performance in Linux environment.
- Resolved the issue from the ticketing tool.
- Implemented and managed user accounts.
- User permission related tickets.
- Monitored the automated task.
- Resolving printer-related issues like cartridge refilling or connectivity issues etc.
- Allocate the asset to a new joiner and take the handover of the Asset while the user leaves the organization.

Call center Support:-

- Install and configure the Tata call center app on the user's system.
- Add and configure the user on Tata call center app admin console.
- Resolved the issues related to OS, call app, voice issues, connectivity issues etc.
- Lock the case to the vendor if the issue is not resolved.

Academics

- Bachelor of Computer Engineering from NMIET College Pune 2019 with 66%
- Diploma in Computer Engineering from AISSMS College Pune 2014 with 56%
- SSC from Jnana Prabodhini Navnagar Vivalaya Nigdi Pune 2008 with 57%

Personal Information

Address: Sankalp HSC, RM 38/7, G Block, Chinchwad MIDC,Sambhajinager, Pune , 411019

Birthdate: 4. July 1992

Languages: Marathi, English, Hindi

Hobbies: Playing Dhol (musical instrument) and listening Music .

Declaration:

I hereby declare that the information provided above is true and accurate to the best of my knowledge. I accept responsibility for any discrepancies that may be found.

Date:

Place:

Harshal Karanjkar