

Umesh Banswal

Work Location:
Mumbai

banswalumesh@gmail.com
+91 7350880296

Professional Summary

- Competitive work experience of 4+ years in Linux including Data center services, along with Banking and finance software management.
- Interaction with Customers to solve production tickets, serve as a front-line Service Desk support technician, Communicate effectively with internal and external stakeholders. Collaborate with them to resolve customer escalations quickly.
- Graduate in Engineering, B.E (Computer) from BAM University

Certification

- Red Hat Certified System Administrator
- Red Hat Certified System Administrator in OpenStack

Educational Qualification

Degree	College	University	Year
BE (Computer science and engineering)	CSMSS CSCOE, Aurangabad	BAM University	2018
Diploma	CSMSS Polytechnic, Aurangabad	State Board	2015
S.S.C.	Shreyas High School, Aurangabad	State Board	2012

Common Roles and Responsibilities

- Ticket Management via Company Ticket board like unidesk, ManageEngine
- Communicate and provide support queries
- Worked on Unix and Linux for providing technical support
- Implementation Network and OS level Security like SSH Security
- Linux process and performance management using tool like PS, TOP etc.
- use required scripting or reverse engineering scripts in Bash, Python with exposure to scripting for task automation with the help of AI tools
- Perform Patching activity as per schedule
- Provide support for Linux and IBM AIX
- Performing root cause analysis of problems.
- Strong ability to multi-task while remaining detail oriented and Quick learner
- Highly proactive and takes initiative to identify problem areas to evolve solutions.
- Client focused and attentive to business-critical issues
- Good team work skills and ability to build solid professional relationships

Skills and Technologies

- Database: MySQL, Oracle
- Cloud: AWS, Open stack,
- Operating system: Linux, Unix, Windows, IBM AIX
- Tools: Apache, Grafana, OpenShift, BigFix
- Programming Language: Shell Scripting Basic, python basic, Ansible

4. Mbit computraining pvt ltd, MUMBAI (Remote + HYBRID)

Position:	Linux Administrator		
Team Size:	12	Duration:	Apr 2024 to till now

Description: As a Linux Administrator, I am responsible for providing technical support and assistance to client as per their request. I work closely with the all-respective team to troubleshoot and resolve issues related to Linux servers and IBM AIX server.

- Building new servers as per given requirements.
- Co-ordinate with network, storage and application teams for new server builds
- System failure analysis and recovery, insuring the consistency and integrity of file systems.
- Server Troubleshooting - Permission issues, load on system, system hung, system services, log analysis and OS related issues
- Perform workstation management tasks, including software installations, updates, and patch management.
- Document system configurations, procedures, and troubleshooting steps for knowledge sharing for future reference.
- Vulnerability Assessment
- Provide mentorship and guidance to other team members and participate in technical knowledge sharing

3. SINCH, MUMBAI (Remote + HYBRID)

Position:	System Engineer		
Team Size:	5	Duration:	Jan 31 st , 2022 to Mar 2024

Description: Sinch Provides communication platform enables businesses to reach every mobile phone on the planet, in seconds or less, through mobile messaging, voice and video and we need a system engineer to help us make sure we are up and running.

- Support on compute related queries for Axiom tool (Infrastructure)
- Provide support for sharing logs.
- Performance and memory management.
- work on automation and write shell scripts.
- construct basic SQL queries as per requirement.

2. Aforeserve India Pvt. Ltd., Mumbai

Position:	System Administrator		
Team Size:	21	Duration:	Nov 2020 to Jan 2022

Description: Aforeserve was my payroll company who takes project of PSC of private company and provide service, so I worked for LIC India for support to EDMS project where we manage their customer policy database with HP backup server

- Managing Linux server and MySQL database
- Core system monitoring and support for platform and application
- Monitor Server's (Grafana Monitoring Tool)
- Work closely with Help Desk staff to troubleshoot and resolve infrastructure issues
- Update system as soon as new version of application software comes out
- Implement the policies for the use of the computer system and network

1. ESDS Software Solution Pvt. Ltd., Nashik (Data Center)			
Position:	Trainee engineer		
Team Size:	8	Duration:	Aug, 2018 to May 2019
<p>Description: Handle government and banking projects to provide infrastructure support.</p> <ul style="list-style-type: none">• Manage R1soft Backup as per client requirement• Create OpenStack Instance as per request• Create OpenStack Flavor• Performance monitoring (Load, Disk Space, Memory)• Installing different types of Backup Agent such as R1soft, Monitoring tool using eMagic• Monitor datacenter server using eMagic tool			

❖ **DECLARATON:**

I hereby declare that all of the above information is true as per my knowledge and belief.

Yours Sincerely,
(Umesh D. Banswal)

