

AMIT MAHALE

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Nashik, Maharashtra -422009

SUMMARY

Dedicated L1 Technical Support Engineer with extensive experience in Linux administration. Proficient in diagnosing and resolving hardware and software issues, managing server performance, and providing top-notch customer support. Adept at using tools like WHM, cPanel, Plesk and more to ensure optimal server operation and user satisfaction. Seeking a challenging role to leverage my technical expertise and enhance customer experience.

WORK EXPERIENCE

(March) 2023-Present

L1 Technical Support Engineer (Shift Lead)

SARPS Technologies Private Ltd

- Provided technical support for Linux-based web application, specializing in web administration and troubleshooting. Lead and support a team of staff members, addressing and resolving issues related to L1/L2 server-related tasks and issues.
 - optimization, Data migration, and restoration from server to server using SSH, maintaining websites on shared server and ensuring optimal performance.
 - Managed server load during high-traffic periods, achieving a 99% uptimes rate.
 - Addressed and resolved issues related to email, DNS, MySQL, FTP and HTTP with a 95% first-time resolution rate.
 - Proficient in WHM, WHMCS, cPanel, Plesk, and DirectAdmin panels, Handling the Abuse issue such as spamming checks. Phishing attacks, Fraudulent and Copyright compliant, DDOS attacks, port attacks, Spoofing
 - Delivered technical back-end support via email, chat, phone, and remote application to domestic and international clients.
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EDUCATION

MBA -Information Technologies

MVP's IMRT college, Nashik | 2023-Present

B.Sc. in Chemistry

Bhonsala Military College, Nashik | 2019-2022 | CGPA:7.64

SKILLS

- Linux Administration: RHEL9, firewalls, IP configuration, TCP/IP, OSI Model, Ports.
 - Backup Management: Tar, ZIP, Scp, rsync.
 - Package Management: RPM, YUM.
 - Mail Systems: Webmail, Exim, Postfix
 - Control Panels: WHM, cPanel, Plesk, DirectAdmin.
 - Network Setup: TCP/IP, OSI Model.
 - Technical Support: Clear communication, empathetic customer service, solution-focused, problem-solving.
 - Team Collaboration: Effective teamwork, knowledge sharing.
 - Time Management: Prioritization, efficiency.
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LANGUAGE

- English: Fluent
- Hindi: Fluent
- Marathi: Fluent

HOBBIES

- Trekking
- Cricket
- Football