



Tejendrasinh Bihola

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EXPERIENCE

07/2018 – present

XBYTE-TECHNOLABS PVT.LTD

Ahmedbad

Senior System Administrator

Creating Ubuntu and Linux servers used for software development.
Administered combined Redhat Enterprise Linux and Windows Active Directory domain consisting of forty servers.
Designed, implanted, and maintained Exchange, Backup, Print, and File servers.
Set up and installed 100 of desktops and 20-25 of ubuntu servers.
Managed corporate webserver and email, worked closely with engineering in support of PHP/MySQL and python applications.
Worked with Human Resources and Legal Departments to create standard IT policies for the organization.
Manage smooth operations deploy Cloud Services EC2, Lightsail of aws, S3, IAM.
Maintaining RHEL 6 , 7 servers. (Monitoring Load, storage capacity , archiving outdated logs as per policy.).To manage smooth operations deploy Cloud Services of OVH Cloud.
Built and administered LAMP server for the production website for development to test with.
Planned, designed and installed Ubuntu and windows File sharing servers for use in data warehouse
Install and configure Backup with scheduler and cron for our backups from our corporate servers.
Building, configuration and troubleshooting of server and desktop hardware.
Handling internal issues and requests through tickting system (Vtiger Tickting system)
Provide end-user support and technical assistance for Windows 7, 10, Ubuntu and Microsoft Office and any other authorized desktop applications.
Implementing shell scripts and backup plans to avoid the unwanted server health issues to ensure stable and maximum up-times.
Troubleshooting reported issues by finding bugs, product malfunctioning and connectivity issues.
Working in 24/7 environment to resolve client L2 / L3 level and up-gradation activities.

05/2017 – 07/2018

PANAMAX INC.

Ahmedbad

Technical Support Engineer

Provide the best Product technical and Non technical support via EMail, Skype and Telephonic to as and when require to clients Communicating customer needs to Development team and Engineering Team.. Maintain SLA for clients as ITIL standard.
Handling customers issues and requests through ticketing system (JIRA service Desk)
Maintain and update documents of each and every clients
Writing documents and troubleshooting guides for support team for knowledge base.
Handling Product demonstration and Change related procedure for enterprise customers and Top clients.
Maintaining RHEL 6 servers. (Monitoring Load, storage capacity , archiving outdated logs as per policy.).To manage smooth operations deploy Cloud Services like ELB | Auto Scaling | Route53 | IAM | VPC | S3 | RDS | IAM | Cloude Front| etc..
Preparing and implementing shell scripts and backup plans to avoid the unwanted server health issues to ensure stable and maximum up-times.
Fetching logs from servers and investigating them to analyze the problem.
Deploying company products on servers as per the client requirements or business needs. Troubleshooting reported issues on platform GUI and Server which includes finding bugs, product malfunctioning and connectivity issues.
Performing planned activities on servers so as to meet the customer demands.
Developing troubleshooting and hot-to s documentation for our knowledged base
Provide the complete product training to our client
Working in 24/7 environment to resolve client L2 / L3 level and up-gradation activities.

05/2015 – 03/2017	KRASNY MARINE SERVICES PVT. LTD C/O BHARAT ELECTRONICS LTD. Gandhinagar (BANGALORE) Service Engineer Grade A <ul style="list-style-type: none"> • To install and upgrade new Linux OS , Daily system monitoring , reviewing system and application and logs , Ensure network connectivity with sites as well as individual network machines , also take care of server desktop computers ,printer, routers , switches and video wall installed by BHARAT ELCTRONICS LIMITED for Indian Coast Guard under the project COASTAL SURVAILANCE SYSTEM. • Troubles hooting of Linux in different servers. • Through Linux OS remotely monitoring and maintenance of network equipment placed at different Radar stations of Indian Coast Guard. • Co-ordination with Indian Coast Guard (Ministry of Defense) for their equipment related problems and providing high level technical solutions 	
05/2012 – 05/2015	LINIA ENGINEERING SERVICES. C/O BHARAT ELECTRONICS LTD. (BANGALORE) Junior Engineer Same client of Krasny Marine Services pvt. ltd	Gandhinagar
09/2010 – 03/2012	AMBIMAT ELECTRONICS C/O ISRO. Assistant Engineer Electronics <ul style="list-style-type: none"> • In ISRO I have Worked in HPTL(High Power Test Lab)/HPTD(High Power Testing Department)/SNSICG(Satcom & Navigation Payload System Engineering Integration & Check Group)/SNPA(Satcom Navigation Payload Area)/SAC(Space Application Canter) • Payload and Ground Components have been tested in the laboratory to qualify that they have capability to High Power Handling and don't occur Multipaction during High Power. • Assisted in creating reports, setup diagram, data entry and high power test profile for that component which have been tested at High power at Thermal Vacuum Condition 	Ahmedbad
EDUCATION		
2008 – 2010	DIPLOMA IN ELECTRONMICS AND COMMUNICATION	Diploma
2005 – 2008	IT & ESM	I.T.I
NETWORKING & CLOUD	AWS Cloud , OVH Cloud , Ethernet, TCP/IP, telnet, LAN/WAN, Putty ,Xshell,GIT,SVN,mobaxterm, Local and public NAS server.IIS server.	
OPERATING SYSTEMS	Windows -97, 98, Xp, and Windows - 7 &8 &Red hat Linux 6.0 & 7.0, CetOS 7, Suse 9,10,11 (Managing local users and groups, Password Aging Policies, Locking and Unlocking user accounts, Advance file System management like LVM, Access Control List,NFS,SAMBA ,DNS,DHCP,,Apache,manage firewalld, Linux Networking, kickstart installation archiving and coping files between systems, install and update software by yum, file permissions connecting to LDAP and Kerberos, Adding Disks partitions and File systems to a linux System,Mount new file system, Un-mounting File System,Maria db,mysql, PhpMyAdmin,Toad.	
OFFICE SUITE	Linux OpenOffice.org: Writer & Microsoft Office: Word, ExcelPowerPoint. And Microsoft Office	