

Ravi Kumar P

Junior Technical Support Engineer

Mysore, Karnataka | +91-8095762838 | ravijaduu36@gmail.com | [LinkedIn](#)

PROFESSIONAL SUMMARY

Linux System Administrator with 1.5+ years of experience providing L1 and L2 support for RHEL servers, hosting environments, and cloud-based applications. Hands-on experience in server administration, Apache, MySQL, DNS, SSL/TLS, and infrastructure monitoring using Splunk. Skilled in troubleshooting production issues, performing Root Cause Analysis (RCA), and ensuring high system availability in SLA-driven environments.

TECHNICAL SKILLS

- **Operating Systems & Servers:** Linux (RHEL), SSH, Shell Commands, Server Administration, User Access Management, Backup & Recovery, Security Hardening
 - **Web & Database:** Apache HTTP Server, MySQL, phpMyAdmin, WHM/cPanel, WordPress Administration, Website Migration, Performance Optimization
 - **Networking & Email:** DNS Management, SSL/TLS Configuration, SMTP, IMAP, POP3, MX Records, Mail Delivery Troubleshooting
 - **Monitoring & Incident Management:** Splunk, Server Log Analysis, Incident Management, Root Cause Analysis (RCA), SLA Management
 - **Tools & Platforms:** Zendesk, Jira Service Desk, Pega CRM, Confluence, Technical Documentation.
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PROFESSIONAL EXPERIENCE

Junior Technical Support Engineer

UnifyCX, Mysore | October 2024 – Present

- Provided **Level 1 and Level 2 support** for Linux servers, hosting platforms, cloud environments, and application-related issues via email and chat.
- Managed and administered **Linux (RHEL) servers** using SSH; performed system and application log analysis for issue resolution.
- Monitored infrastructure and application performance using **Splunk** to ensure high availability and reliability.
- Administered **WordPress environments**, including installation, configuration, SSL setup, troubleshooting, and performance optimization.
- Managed **Apache and MySQL services**, including database backups, restoration, and query analysis.
- Diagnosed and resolved **email infrastructure issues** related to SMTP, IMAP, POP3, DNS, and MX records.
- Performed **website migrations, DNS changes, and hosting/cloud account configurations** with minimal downtime.
- Conducted **Root Cause Analysis (RCA)** and implemented preventive measures to reduce recurring incidents.
- Implemented **security best practices**, including SSL/TLS validation and secure credential handling.

- Managed end-to-end **incident lifecycle**, escalations, and documentation using Zendesk, Jira Service Desk, and Confluence.
 - Handled **20–30+ support tickets per day** while consistently meeting SLA targets and maintaining high customer satisfaction.
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EDUCATION

M. Tech in Computer Science & Engineering | – 8.01 CGPA

Vidyavardhaka College of Engineering | 2023 - 2025

B.E in Information Science Engineering – 7.37 CGPA

Vidyavardhaka College of Engineering | 2019 - 2022
