

Curriculum Vitae

Dhandapani M

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Objective:

Seeking for a technical environment where my knowledge and experience can be developed and also where there is recognition for hard work and compass for innovative thinking.

Work Experience:

Total 5 years of experience.

Currently working as a Linux Administrator From December 2020 in Ikontel Solutions Pvt Ltd, Bengaluru.

Worked as a Technical Support Engineer in astTECS Communication Pvt Ltd, Bengaluru.
From January 2017 to December 2020 (4 Years).

Worked as a Hardware and networking Engineer in All3axis Pvt Ltd for 1 year 1 month from December 2015 to December 2016.

During my tenure I have worked on multiple open source applications like Asterisk software, ViciDial application (Call Center Application), FreePBX (IPPBX), installing & supporting LINUX OS (Ubuntu and CentOS), VoIP technology & SIP Phones, PRI/E1 etc.

Also worked on SIP/E1 Trunking and Voice Logger, IVR systems & Reporting systems etc.

Online & Onsite Installation, configuration and Maintenance of all Asterisk based solutions.

Provided online & onsite support, demo & application training for domestic aswell as International customers through phone, chat & email.

Worked on CRM for customer issue tracking & follow ups.

Coordinating between different departments for completion of the assigned projects.

Installation & configuration of GSM Gateways, FXO/FXS Gateways.

CCTV Operations like monitoring of live videos through streamer, maintaining recording and backup of the server.

Academic Profile:

B.E in Electronics and Communication from Adhiparashakthi college of Engineering affiliated with Anna University and Secured 68% (2014).

Diploma in Electronics and Communication from Dr.MGR Polytechnic College affiliated with DOTE Tamilnadu and Secured 89% (2011).

HSC from State Board of Tamilnadu and Secured 60.5 % (2009).

SSLC from State Board of Tamilnadu and secured 70.8% (2007).

Technical Skills :

- PHP, HTML, IPPBX, Call Center Dialer, IVR system using open source asterisk application programming.
- Linux – CentOS & Ubuntu
- Networking & troubleshooting Skills, Hosted solutions etc.

Strengths :

- Hard Working and Quick Learner.
- Easy adoption to new environment.
- Good troubleshooting skills on reported application issues.
- Good team player & ability to adopt to challenging atmosphere.
- Self motivator.
- Positive Attitude.

Linux Knowledge:

- Knowledge of Linux kernel.
- Familiarity of open source tools, monitoring systems, hardware troubleshoot.
- Knowledge of SCP commands, file transferring and file moving commands.
- Knowledge of monitoring CPU usage, memory usage and process details.
- Managing partitions and hard drives.
- Knowledge of file permissions commands, file ownership commands.

- File searching, compressing and extracting commands .
- Creation and deletion of directory,files.
- Mounting and unmounting of external drives.
- Configuring of network interfaces.
- Timezone configuration and date changing commands.
- Starting,ending and restarting of httpd, apache and mysql services.

Honors:

- Honored with certificates for participating in team competitions.
- Won 2 times as Best Technical support Engineer in astTECS.

Personal Profile :

Name : DHANDAPANI M

Father Name : MANI N

Date of Birth : 10-May-1992

Gender : Male

Nationality : Indian

Languages Known : English, Tamil, Kannada.

Hobbies : Playing chess & Listening music.

Permanent Address : 141, Bank Street,
Devanampattu village, Tiruvannamalai.

Declaration:

I hereby declare that the details specified are true to the best of my knowledge and belief.

(M DHANDAPANI)