

## VIVEK D. KAPSE

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### Career Objective :

A confident and reliable Sr. Technical Support Engineer with 6.4 years of experience in working with Linux/Unix system, configuring and troubleshooting with Banking domain. Expertise to configure and maintain the Linux/Unix based information systems.

### Academic Qualifications :

- 2012 : M.M.S (Computer Management) from Vivekanand College, Aurangabad with 74%.
- 2010 : B.Sc from ACS College, Dharur with 58%
- 2006 : HSC from State HSC Board, Maharashtra with 62.00%.
- 2004 : SSC from State SSC Board, Maharashtra with 53.06%.

### Certifications :

- 2015: Course Completion certificate of Sales-force cloud computing from Mind-Scripts Technologies Pune.
- 2010: Certificate of accomplishment in HTML from CAT.

### Responsibilities Handled :

- Handle tasks of providing a variety of systems administration and operational support services for enterprise network systems.
- Resolve hardware and software-related problems, as well as perform system backup and recovery and basic networking support.
- Developed cron-jobs and shell scripts for automating administration tasks like file-system management, process management.
- Worked on creating virtual machines using VMware and KVM.
- Monitoring system resources, logs, disk usage.
- Perform Quality Control passes and plan, as well as execute, complex maintenance.
- Testing application and hardware issues.
- Work with software developers and Linux system administrators to provide optimum system performance and availability.
- Provided functional and technical support, troubleshooting and diagnosing hardware and software problems.  
Resolving the issues over the telephone and by email.  
Evaluate and install new software releases, system upgrades, and patches within a configuration

management framework.

### Technical Skills:

- Working knowledge of Linux/Unix operating system and functionality.
- Perform Quality Control passes and plan, as well as execute, complex maintenance.
- Hands-on experience with the command line and the ability to work directly from the command line.
- Understanding of Memory Management, File Structure, User Management, permissions, ACL, SSL.
- Having knowledge and experience of Scripting – Bash/Shell.
- Understanding & hands-on with regular expressions (REGEX), sed and awk.
- Knowledge and understanding of system services.
- Understanding of networking concepts and implementation of Linux-based infrastructure solutions.
- Having basic knowledge of SSH, DNS, DHCP, SAMBA.
- Practical knowledge of TCP/IP and networking configuration troubleshooting.
- knowledge of design, implementation, and support of networked systems and technologies.
- Having basic knowledge about Nagios monitoring and Lynis audit tool.
- Familiarity with virtualization KVM and VMware
- Understanding basics of database MySQL, SQL queries.
- Excellent system-level debugging skills.
- Familiar with patching and rebuilding Linux packages.
- Experience of Banking Domain over RTGS, NEFT technology and batch process.
- Familiarity with Sales-force Cloud Computing.
- Having basic knowledge about HTML, Internet Fundamentals.

### Professional Experience:

- **Company : KIMAYA INFOTECH, Pune**
- **Profile : Technical Support Engineer (19<sup>th</sup> Nov, 2014 – Till Date)**
  - Collaborated with developers to implement changes to application on a development, test, and production servers.
  - Monitor the day to day performance of computers and computer systems.
  - Troubleshooting network, memory, CPU, file system issues.
  - Managing system routine backup, scheduling jobs like enabling and disabling cron jobs, enabling system logging, network, testing.
  - Enter commands and verify proper system operation through observation to detect errors.
  - Work with system administrators to provide optimum system performance and availability.
  - Involved with customers to create, change, and update accounts along with password changes and account unlocks.
  - Install, configure, update and troubleshoot services for customers, such as OS level concerns.
  - Establishes and recommends policies on system maintenance, use, performance, services and automation.
  - Troubleshoots internal and external applications, hardware and operating system issues
  - Providing banking application support over the transaction, RTGS, NEFT batch process.
  - Managing and solving database issues, maintaining, updating queries with MySQL.
  - Handling and solving networking issue.

- Responsible for configure and test hardware and software.
- Testing and configuring the application level networks.
- Setting up users and taking system backup of banking application.
- Assisted in the preparation, testing, design, and editing of system.
- Providing networking, hardware, design, installation and maintaining services.
- Repairing and maintaining TCP/ IP networking.
- Performed package upgrades and updates in a secured environment.
- Managed the rotation of log files based on corporate backup policy using log rotate.
- Research and develop technical solutions to support and is optimize client/server/infrastructure technology.

➤ **Company : ADFC (HDFC Bank), Pune**

➤ **Profile : Jr. Officer (Loan Dept.)** (19<sup>th</sup> March, 2014 – 8<sup>th</sup> Sep, 2014)

- Handing and maintaining loan files system.
- Checking and verify loan file documents.
- Listing documents as per bank rules.
- Checking the records of Sass, Cibil of a loan applicant.
- Entered details such as payments, account information and call logs into the computer system.
- Produced adhoc reports and documents for senior team members.
- Copied, logged and scanned supporting documentation.
- Checking out all records of transaction and history.
- Checking the records of Sass and Cibil of an loan file.

#### **Personal Details:**

- Nationality : Indian
- Date of Birth : 10<sup>th</sup> May 1989
- Marital Status : Unmarried
- Gender : Male
- Languages Known : Marathi, Hindi, and English

#### **Declaration:**

I hereby declare that the information provided above is true to the best of my knowledge.

**Place : Pune**

**Date : / / 2021**

**VIVEK D. KAPSE**