

PROFESSIONAL SUMMARY

Linux Support Engineer with 2.5+ years of hands-on experience in Linux server administration and web hosting support, currently working at Softaculous (Boson Auto Limited). Experienced in providing technical support for the Webuzo Hosting Control Panel and troubleshooting Linux servers, websites, email services, databases, DNS, SSL certificates, and web hosting environments. Proficient in managing Apache, Nginx, LiteSpeed, MySQL, MariaDB, WordPress, and VPS hosting. Strong problem-solving skills with a passion for Linux administration, automation, and continuously learning cloud and DevOps technologies.

PROFESSIONAL EXPERIENCE

Linux Support Engineer — Softaculous (Boson Auto Limited)

18 January 2024 – Present

- Provide technical support for the Webuzo Hosting Control Panel.
- Troubleshoot Linux server-related issues.
- Resolve website accessibility and configuration issues.
- Troubleshoot MySQL and MariaDB database issues.
- Diagnose and fix email-related issues (SMTP, IMAP, POP3, Postfix, Dovecot).
- Configure and troubleshoot Apache, Nginx, LiteSpeed, and OpenLiteSpeed.
- Install, upgrade, and configure Webuzo hosting panel.
- Resolve SSL certificate installation and renewal issues.
- Configure and troubleshoot DNS records.
- Perform website and server migrations.
- Troubleshoot FTP, SSH, cron jobs, permissions, and file ownership issues.
- Restore and manage website backups.
- Assist customers with WordPress installation, migration, and troubleshooting.
- Diagnose high CPU, RAM, and disk usage issues.
- Work with virtualization platforms including KVM.
- Troubleshoot PHP, Python, Node.js, and web application deployment issues.
- Analyze server logs to identify and resolve problems.
- Provide Linux command-line support for hosting environments.

TECHNICAL SKILLS

Operating Systems	Installation of Linux OS i.e. CentOS, Red Hat, AlmaLinux, and Ubuntu (all stable versions)
Storage & File Systems	Good knowledge of FSTAB/FDISK, Linux File System, Logical Volume Management (LVM), creating, reducing, and extending
System Administration	User Administration, Run level and Switching terminal, Cron schedulers, Troubleshooting on any issues
Backup Utilities	rsync, cp, scp, tar, zip, bzip2, gzip
Package Management	Package Installation with RPM and YUM
Networking & Protocols	Configure IP Address, Gateway, DNS, SSH (Secure Shell), TCP Wrapper, IPTables
File Sharing & Transfer	SAMBA, winscp, vsftpd, FileZilla
Virtualization	KVM (Kernel-based Virtual Machine)

PERSONAL LINUX HOSTING PROJECT

surajrs.in

Personal VPS Administrator

- Purchased and managed a own VPS server and installed Linux operating system (AlmaLinux 8).
- Hosted WordPress manually on Linux, optimized performance, and managed MySQL database.
- Managed DNS records through GoDaddy and configured SSL certificates.
- Performed website migrations, backups, and troubleshoot server/website issues independently.
- Implemented basic Linux security practices.

PROFESSIONAL COURSES

- Linux System Administration
- AWS Cloud
- Python **Currently Learning**
- Shell Scripting **Currently Learning**
- DevOps Fundamentals **Currently Learning**

EDUCATION

Bachelor of Commerce (B.Com.)	University of Mumbai	2018	54%
Higher Secondary Certificate (HSC)	Maharashtra State Board	2015	68%
Secondary School Certificate (SSC)	Maharashtra State Board	2013	63%

ACHIEVEMENTS & LEADERSHIP

- Student of The Year (2017-2018)
- General Secretary of Smt. KAMALA MEHTA COLLEGE
- Leader of National Service Scheme (NSS)
- Road Safety Leader (United Way)

LANGUAGES

English (Professional Working Proficiency) • **Hindi** (Native Proficiency)

Declaration: I consider myself familiar with the technologies. I hereby declare that the information furnished above is true to the best of my knowledge.

Date: _____

Place: Mumbai