

SNEHA MOHANAN

SYSTEM ENGINEER

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PROFESSIONAL SUMMARY

An **experienced Cloud and Linux professional** with **over 1.6 years** of expertise in managing and optimizing **cloud-based Linux servers**. Adept at troubleshooting and delivering effective solutions both independently and in collaborative environments. I am a dedicated team player with a strong background as a Linux Administrator, seeking to leverage my Cloud and Linux proficiency to drive organizational growth and further develop my career in a dynamic and challenging environment.

EDUCATION

Bachelor of Computer science – KMM college of arts and science, Thrikkakara, Kochi
(Jun 2017- Mar 2020)
GCPA – 6.43/10

TECHNICAL SKILLS

- **Cloud Platforms:** AWS (EC2, VPC, Load Balancing, Auto Scaling, IAM, S3).
- **Operating Systems:** Windows, Linux (Ubuntu, RHEL/CentOS)
- **Web Servers & Control Panels:** cPanel, Plesk, WHM, Apache, Nginx.
- **Monitoring Tools:** Nagios for server monitoring and performance optimization.
- **Content Management Systems:** WordPress, Joomla.
- **Server Virtualization:** KVM, VMware.

PROFESSIONAL EXPERIENCE

L1 Server Engineer - Linux | Hash root Technologies Pvt Limited India

Jun 2022 to Dec 2023

- Supported Linux servers and assisted with Windows server environments, delivering excellent customer service through ticketing and chat while adhering to **SLAs**.
- Resolved critical incidents, diagnosing server and cloud-related issues to restore service promptly, **minimizing downtime and ensuring smooth operations**.
- Managed **VPS, Dedicated, and Shared servers**, troubleshooting websites, databases, DNS, and email configurations.
- Secured and maintained web servers (Ubuntu, CentOS), including email and file management systems, to ensure a secure environment.
- Conducted regular **log analysis to proactively identify and resolve issues** related to system load, security breaches, and performance bottlenecks, protecting servers from spamming, brute force attacks, and other threats.

- Lead **server migrations and restorations**, ensuring seamless transitions and maintaining data- integrity.
- Performed software package installations and updates using tools like **YUM** and **RPM**, maintaining an up-to-date infrastructure.
- Managed **24x7 operations**, including patch management and system upgrades for continuous service availability.
- Optimized high-resource usage environments by fine-tuning services such as **Apache, Nginx, MySQL/MariaDB, and PHP-FPM** for enhanced performance.
- Installed and **configured SSL certificates** to ensure secure communication and data encryption.
- Monitored infrastructure health using **Nagios**, identifying potential issues and optimizing system performance, resulting in a 40% reduction in downtime.

INTERNSHIPS

- **Network Support Engineer trainee**
Synnefo solutions Kochi
Oct 2021 – Dec 2021
- **AWS & DevOps trainee**
Cubiksoft Technologies Coimbatore
Apr 2024 – Sep 2024

COURSE COMPLETION

Synnefo Solutions, Kochi

Oct 2020 - Oct 2021

- **Linux:** Covered topics including installations, basic commands, user and group management, Apache web server, web hosting, Linux file permissions, storage management (LVM, Swap), package/service/process management, SSH, Crontab, and job scheduling. Basic AWS concepts included.

Qtree Technologies, Coimbatore

Jan 2024 - Mar 2024

- **AWS:** Gained proficiency in AWS services such as **EC2, VPC, IAM, Load balancing, Auto Scaling, S3, EBS, EFS, RDS, Route 53, CloudWatch, and CloudFront.**
- **DevOps:** Learned tools and practices contain **Terraform, Git, Ansible, Jenkins, Docker, Kubernetes,** basic **bash**

LANGUAGES

- English
- Malayalam
- Tamil