

DNYANESHWAR VITTHAL SHEKADE

Application Support Engineer L2 | Linux Administrator | Cloud & DevOps

Navi Mumbai, Maharashtra, India • +91 9082299090 • shekadednyaneshwar@outlook.com • [LinkedIn](#) • [GitHub Portfolio](#)

PROFESSIONAL SUMMARY

Results-driven Application Support Engineer with 3.5+ years of experience in Production Support, Linux Administration, AWS Cloud Operations, and Incident Management. Proven expertise in supporting mission-critical banking and financial applications, performing root cause analysis (RCA), troubleshooting API and integration issues, and ensuring SLA compliance. Skilled in log analysis, application monitoring, database queries, and coordinating with cross-functional teams (Dev, QA, Infrastructure, Client). Strong background in Linux systems, web servers, cloud environments, and DevOps practices. Seeking senior-level opportunities in Application Support, SRE, DevOps, or Cloud Operations roles.

CORE COMPETENCIES

Production Support & SLA Management	Incident & Problem Management	Root Cause Analysis (RCA)	Linux Administration (L2/L3)
AWS Cloud Operations	API & Webhook Troubleshooting	Change & Release Management	Banking Application Support
Log Analysis & Monitoring	Docker & Kubernetes	SQL & Database Queries	Client Communication & ITSM

PROFESSIONAL EXPERIENCE

Think Analytics India Pvt. Ltd. (Think360) Navi Mumbai

Application Support Engineer - L2

Aug 2025 – Present

Domain: Banking & Financial Services | FinTech Applications

Production & Incident Management

- Managed end-to-end production incident lifecycle - triage, escalation, resolution, and post-incident RCA - maintaining 99%+ uptime for mission-critical banking applications.
- Reduced mean time to resolution (MTTR) by proactively identifying recurring incident patterns and implementing preventive measures, improving SLA adherence across multiple client engagements.
- Led impact analysis during high-severity production incidents, coordinating with development, QA, infrastructure, and client teams to minimize business disruption.
- Created and maintained incident reports, RCA documents, problem management records, and knowledge base articles in Jira and Asana.

Application & Technical Support

- Provided L2 technical support for VKYC, customer onboarding, digital banking workflows, and mobile/web application backends - resolving 50+ tickets/week with high CSAT scores.
- Debugged REST API, webhook, authentication, and third-party integration issues using log analysis, API testing tools, and SQL queries across MySQL/MariaDB databases.
- Monitored application health, server performance, and infrastructure metrics; escalated anomalies to prevent production outages.
- Performed SSL/TLS certificate management, DNS troubleshooting, and AWS EC2/S3 operations to support application infrastructure.
- Participated in production deployments, release validation, and change management activities to ensure zero-defect rollouts.
- Managed user access, authentication issues, and permission troubleshooting across banking platforms and integrated services.

Key Tools: Jira, Asana, Linux CLI, MySQL/SQL, AWS Console, Postman (API testing), Log analysis tools

Softaculous Limited | Lower Parel, Mumbai

Linux Support Engineer

Feb 2024 – Aug 2025

Domain: Web Hosting, Virtualization, Cloud VPS

Linux Server & Virtualization Management

- Administered and troubleshot Virtualizor-based VPS infrastructure supporting KVM, Xen, LXC, and OpenVZ hypervisors; resolved 100+ monthly tickets with consistently high customer satisfaction.
- Configured CentOS and Ubuntu server environments, managing package updates (YUM/APT), system security, and stability across hosted client servers.
- Set up and maintained network bridges, IP pools, LVM/Thin LVM, and file-based storage for VPS deployment; implemented HA and load balancing configurations.
- Managed DNS records (A, MX, PTR), firewall rules, and domain pointing via Cloudflare; ensured seamless DNS propagation and uptime.

Web Hosting & Application Administration

- Deployed and maintained Webuzo control panel with Softaculous; diagnosed and resolved application installation and panel configuration issues.
- Optimized Apache/Nginx web server performance; conducted proactive log monitoring and analysis to identify and resolve performance bottlenecks.
- Managed MySQL/MariaDB databases - user access controls, query optimization, and performance tuning for hosted web applications.
- Configured Exim/Postfix mail servers, IMAP/POP3 protocols; diagnosed and resolved mail delivery failures, spam filtering, and blacklisting issues.
- Administered SSL/TLS certificate installations, renewals, and troubleshooting; performed regular automated data backups.

Key Tools: Virtualizor, KVM, Xen, LXC, OpenVZ, Webuzo, Apache, Nginx, MySQL, MariaDB, Exim, Postfix, Cloudflare, Docker

Geekay Infotech (Reliance Industries Project) | Ghansoli, Navi Mumbai

System Engineer

Jan 2023 – Jan 2024

Domain: Enterprise IT, Large-Scale Corporate Infrastructure

- Provided L1/L2 IT support for 1000+ enterprise users at Reliance Corporate Park; resolved Windows/Linux desktop issues remotely with high first-call resolution rate.
- Managed Active Directory - user accounts, group policies, whitelist application deployments, and web access controls across enterprise environment.
- Handled DLP incidents, applied security patches on Windows systems, and enforced security compliance policies per enterprise standards.
- Troubleshot Office 365 and Office 2019 issues; successfully migrated users to Azure licensing with minimal business disruption.
- Deployed and configured virtualization environments using Citrix and Accops VDI platforms; integrated Ubuntu Linux systems to improve operational flexibility.

Key Tools: Active Directory, Office 365, Azure AD, Citrix, Accops, DLP, Windows Server, Ubuntu Linux

TECHNICAL SKILLS

Operating Systems	Linux (Ubuntu, CentOS, Alma Linux), Windows Server
Cloud & AWS	AWS EC2, S3, IAM, Cloud Infrastructure Management, AWS Management Console & CLI
Application Support	Production Support, Incident Management, Problem Management, Change & Release Management, RCA, SLA Management, ITSM
Monitoring & Logs	Log Analysis, Application & Server Monitoring, Performance Analysis, Alerting & Escalation
Databases	AWS DynamoDB, MySQL, MariaDB, SQL Queries, Database Performance Tuning
Web & Middleware	Apache, Nginx, Tomcat, DNS, SSL/TLS, SMTP
Virtualization	KVM, Xen, LXC, OpenVZ, Virtualizor, Docker, Proxmox
DevOps & SCM	Git, GitHub, GitLab, Docker, Kubernetes, Shell/Bash Scripting, CI/CD basics
Networking	TCP/IP, DNS, Load Balancing, Firewall (IPTables, FirewallD), Cloudflare, VPN, SSH

Banking Domain	Digital Banking, VKYC, Customer Onboarding, API Integrations, Financial Application Support
ITSM & Ticketing	Jira, Asana, Incident Ticketing, RCA Documentation, Knowledge Base Management
Scripting	Bash/Shell Scripting, Python (basic), JavaScript (basic)

CERTIFICATIONS

<ul style="list-style-type: none"> • Google IT Support Professional Certificate • Technical Support Fundamentals – Google 	<ul style="list-style-type: none"> • Microsoft Azure Fundamentals (AZ-900) • System Administration & IT Infrastructure Services – Google
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EDUCATION

M.Sc. Computer Science University of Mumbai	Jun 2021 – Jan 2024 CGPA: 8.52
B.Sc. Computer Science N. G. Acharya & D. K. Marathe College, Mumbai	2018 – 2021 CGPA: 6.5

PROJECTS

Online Exam Portal - Python, Django

- Designed and developed a full-stack exam portal with user authentication, exam scheduling, and real-time result computation using Python and Django framework.

Smart Stick for Visually Impaired - Raspberry Pi, Python, IoT

- Built an IoT-based assistive device using Raspberry Pi integrating ultrasonic sensors and text-to-speech to aid visually impaired users in obstacle detection and navigation.

KEY ACHIEVEMENTS

- Maintained SLA compliance for mission-critical banking applications, consistently achieving 98%+ SLA adherence across multiple client accounts.
- Proactively identified and resolved recurring production incidents at Think360, significantly reducing MTTR and preventing future escalations.
- Resolved 100+ monthly support tickets at Softaculous with high CSAT; recognized for expertise in Linux VPS infrastructure troubleshooting.
- Successfully migrated enterprise users to Azure licensing at Reliance with zero business disruption.
- Developed an IoT-based assistive device project recognized at the college level for social impact and technical innovation.