

ASHIM LIMBU

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CAREER OBJECTIVE

Aiming to build a successful career in a leading cooperative organization. I seek to work with committed and dedicated teams that will enable me to fully explore my potential. My goal is to contribute my technical expertise and serve as a key player in a challenging and creative environment.

WORK EXPERIENCE

OVHCloud

May 2023 - Present

Cloud Support Representative

Key Deliverables

- Manage and maintain OVHCloud Infrastructure
- Working as an Infra support providing comprehensive technical support for client production servers, managing both Linux and Windows servers to ensure seamless operation and troubleshooting of critical issues.
- Perform network and hardware maintenance and system upgrades including service packs, patches, hotfixes, and security configurations.
- Expertise in configuring servers, analyzing server logs, including tcpdump, packet captured from tools like Wireshark, configure edge firewalls, OS firewall, IP tables.
- Assisting clients in deploying Virtual machines on public cloud platforms and on-premises environments, Familiarity with virtualization technologies (e.g., KVM, IPMI QEMU, Hyper-V) including offering guidance on necessary Network configurations, Network Bridging, etc
- Experience in problem-solving tasks such as root cause analysis, performance analysis, predictive diagnosis, production readiness, and health check.
- Experience in troubleshooting domain-related issues, including DNS configurations, web hosting, domain transfers, cPanel.
- Proactively monitor and manage the infrastructure to ensure continuous 24/7 service uptime and reliability.
- Working closely with Data Center Engineer with the interventions on client servers.

UKG(Ultimare Kronos Group)

July 2021 - May 2023

IT Support Specialist

Key Deliverables

- Managing daily issues through internal ticketing system (Service Now) Incidents and Request based on SLA defined.
- Specialize in Active Directories, Quest Tool ARS, Azure AD and various Application Support.

- Strong knowledge of IT processes such as Change Management, Major Incident Handling, Problem Management etc.
- Virtualization, VMware, vCenter, troubleshooting VDI issues.
- Remote login to Druva Server- Setup, manage data backup and recovery using snapshots
- Act as SME for the Ring Central tool, a voice cloud telephony system, configuring, managing & integration of Teams Dialing.
- Experience on MS Exchange On-premise and Cloud environments for mail flow settings.
- Experience in maintaining the mail flow for the infrastructure and implementing various changes required to accomplish the effective mail flow.
- Effectively manage Microsoft O365 Tenant, MS O365 collaboration platform services (Exchange, SharePoint, One Drive, MS Teams, etc.)
- Provide technical Support to customers globally remotely and in-person with the best resolution.
- Experience in Microsoft Endpoint tool Intune- Managing MDM, MAM, checking compliance, implementing BYOD policies, remote access, Auto Pilot.
- Ensuring proper logging of all technical issues & prioritizing open issues.
- Documenting of technical knowledge & resolutions in KB articles form.
- Technical Support and IT Global Access Management.

TECHNICAL SKILLS

Networking, Configuring and troubleshooting Linux, Windows servers, VPS, Public Cloud Instances, Virtualization Esxi & Proxmox, Firewall, Domains & Web Hosting IAM, Microsoft Entra ID, Microsoft Graph API, Microsoft Intune, O365 Admin.

- Knowledge of AWS Cloud Services

- Knowledge of Opensack, Packstack Deployment.

- Knowledge of Data Platform

TOOLS

Service Now, Confluence, JIRA, Active Directory, Azure AD, Quest Tool ARS, vCenter, O365 Exchange Admin: On Premise and Cloud Environment, Microsoft Intune, JamF, Ring Central, NICE, Dynamic365, CRM Tools.

CERTIFICATES

AWS Cloud Fundamentals (Udemy)

AWS Solution Architect Associate (Udemy)

Linux Administration (Udemy)

Network Administration & CCNA (Jetking)

EDUCATION

BCA from Bangalore University, India