

Samuel Lestar

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Career Objective

Seeking a challenging position as a Linux System Engineer / Hosting Support Engineer in the UAE where I can leverage my expertise in Linux administration, server setup, and customer support to ensure reliable infrastructure and outstanding client satisfaction.

Professional Summary

Proactive Linux System Engineer with hands-on experience in hosting infrastructure, server deployment, automation, and end-user support. Skilled in cloud platforms, DNS and email configurations, and server monitoring tools. Certified **AWS SysOps Administrator** and **cPanel Professional**, experienced in providing global customer support via chat, calls, and tickets while managing billing and invoicing for hosting and email services.

PROFESSIONAL EXPERIENCE

System Engineer / Administrator

SupportSages Consultancy Services Pvt. Ltd. (July 2023 – Present)

- Configuring and managing **Linux-based servers** (cPanel, CyberPanel, OpenLiteSpeed) for multiple hosting clients.
- Performing **server setup from scratch**, including OS installation, security hardening, and deployment of hosting control panels.
- Handling **billing and invoicing** for **VPS, dedicated servers, hosting plans, and email services (Google Workspace, Microsoft Outlook 365)**.
- Providing **call, chat, and ticket-based technical support** for server and email issues to international clients.
- Configuring and troubleshooting **DNS, SSL, and mail authentication (SPF, DKIM, DMARC)**.
- Monitoring server health using **Icinga, Zabbix, Netdata, and New Relic**, ensuring uptime and reliability.
- Managing **JetBackup 5** and **iDrive** for disaster recovery and data protection.
- Automating administrative tasks with **Bash and Python scripting**.
- Collaborating with clients and internal teams to deliver timely, efficient, and professional solutions.

CERTIFICATIONS

- **AWS Certified SysOps Administrator – Associate** (ID: ec0f092a016a45eea4386a4639f9e710)
- **cPanel Professional Certification (CPP)** (ID: b768-14a9-0dc7-2dd7)

SKILLS

Server & Hosting:

- Linux (Ubuntu, CentOS, CloudLinux)
- cPanel, CyberPanel, OpenLiteSpeed, Plesk
- Server Setup, Hardening & Maintenance

Monitoring & Backup:

- Icinga, Zabbix, Netdata, New Relic, JetBackup 5, iDrive

Scripting & Automation:

- Bash, Python, Cron Jobs

DNS & Email Systems:

- DNS Records, SPF/DKIM/DMARC, Google Workspace, Outlook 365, Mail-in-a-Box

Billing & Customer Support:

- Product Invoicing (VPS, Dedicated Servers, Hosting Plans, Mail Services)
- Call, Chat & Ticket-Based Technical Support

Tools & Platforms

- AWS Management Console, WHM, Git, SSH, Cloudflare

EDUCATION

B.Tech, Computer Science and Engineering

SNGIST Group of Institutions – 2023

KTU: 6.58 CGPA

Senior Secondary (XII), Science

St. Mary's Higher Secondary School – 2020

Kerala State Board – 73%

Secondary (X)

Carmel English Medium School – 2017

ICSE – 83%

Availability

Available to relocate to any UAE country, including Dubai, Abu Dhabi, Sharjah, Ajman, Ras Al Khaimah, Fujairah, and Umm Al Quwain.

Possess a valid passport and all educational and experience documents for visa processing.