

CHANDANA H S

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PROFESSIONAL SUMMARY

Technical Support Engineer with hands-on experience administering Linux servers via SSH, managing DNS configurations, cPanel/WHM environments, and resolving SMTP/IMAP email delivery failures in a live production hosting infrastructure.

Skilled in root cause analysis, incident resolution, and site migration across high-volume environments with strict SLA adherence.

EDUCATION

Bharathi College

Bachelor of Science, Computer Science & Mathematics

CGPA: 9.14

Mandya

Oct 2021 - July 2024

WORK EXPERIENCE

Mysuru | Oct 2024 - Present

GlowTouch Technologies | Technical Support Engineer

Newfold Digital (Process: Bluehost)

- Performed Linux server administration via SSH; executed diagnostic commands, analysed server logs, and ensured seamless backend operations using Splunk.
- Managed site migration & DNS cutover, cPanel/WHM administration, SMTP/IMAP email troubleshooting, and end-to-end website troubleshooting for client hosting environments.
- Performed root cause analysis & incident resolution for issues related to website functionality, hosting, domain, and email management while maintaining SLA compliance.

SKILLS

Programming Languages: Python

Tools & Platforms: MobaXterm · Splunk · Git

Databases: SQL

Server Management: SSH Command Administration · cPanel · DNS Configuration · SMTP/IMAP Email

Troubleshooting · Site Migration

Cloud & DevOps: AWS (EC2 · S3 · IAM · VPC · CloudWatch · Route 53) · CI/CD Pipelines

PROJECTS

CI/CD Pipeline for Static Site Deployment

GitHub · Jenkins · SonarQube · Docker · Linux

- Designed and implemented an end-to-end CI/CD pipeline using Jenkins to automate build and deployment of a static website.
- Configured Jenkins to automatically pull source code from GitHub on every commit, eliminating manual deployment steps.
- Integrated SonarQube for automated code analysis within the pipeline, ensuring code quality checks before every deployment.
- Containerised the application using Docker and deployed to end users, ensuring consistent and portable runtime environments.
- Orchestrated the full pipeline flow: Git Push → GitHub → Jenkins Pull → SonarQube Analysis → Docker Deploy on a Linux environment.

CERTIFICATIONS

- AWS Cloud Practitioner Essentials — AWS Training & Certification

ACHIEVEMENTS

- National Gold Medalist in Taekwondo
- Qualified as National Referee in Taekwondo — Taekwondo Federation of India