

Pruthvik D C

Technical Operations Engineer

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PROFESSIONAL SUMMARY

Technical Operations Engineer with 4.5+ years of experience in web hosting infrastructure, Linux troubleshooting, DNS configuration, and website availability management. Skilled in diagnosing WordPress issues, API testing with Postman, and incident management across enterprise platforms. Strong foundation in platform operations and maintaining reliable, high-availability hosting environments.

CORE SKILLS

Infrastructure & OS	Linux CLI · SSH (PuTTY, MobaXterm) · Web Hosting Infrastructure · Server Monitoring · cPanel · WHM ·
Networking & DNS	DNS Management · DNS Zone Files · Domain Propagation · Name Server Configuration HTTP Error Codes (4xx/5xx) · Network Connectivity Troubleshooting
CMS & Development	WordPress Troubleshooting · Plugin Conflicts · Performance Optimisation
Email & Hosting	cPanel Webmail · Email Delivery Troubleshooting · MX Records · Email Header Analysis Bluehost · HostGator · Spam/Blacklist Resolution · MX Toolbox · Splunk
API & Testing	API Testing (Postman) · Service Validation · REST APIs
Platforms & Tools	Salesforce · Genesys Cloud · Pega Platform · Incident Management

PROFESSIONAL EXPERIENCE

Technical Operations Engineer GlowTouch Technologies	Nov 2024 – Present
<ul style="list-style-type: none">• Troubleshoot web hosting infrastructure issues and diagnose website availability problems in a 24/7 uptime environment across Linux-based platforms.• Perform Linux CLI and SSH troubleshooting using tools such as PuTTY and MobaXterm to identify server and application issues.• Diagnose and resolve HTTP error codes (4xx and 5xx), FTP configuration issues, and MySQL database connectivity problems.• Resolve DNS configuration problems including domain propagation, DNS zone file edits, and name server setup.• Investigate and fix WordPress errors, plugin conflicts, CMS installation issues, and site performance problems.• Troubleshoot email issues for clients on Bluehost and HostGator including cPanel Webmail setup, email delivery failures, MX record configuration, and spam/blacklist resolution using MX Toolbox and Splunk for email header analysis.• Conduct API testing using Postman to validate service integrations and endpoints.• Recognised with monthly performance bonus for consistently exceeding SLA targets and customer satisfaction benchmarks.• Manage operational workflows and incident tracking via Genesys Cloud and Pega Platform.	
Junior Technical Operations Engineer Diya Systems	Feb 2022 – Sep 2022
<ul style="list-style-type: none">• Provided troubleshooting support for web hosting and website infrastructure issues including cPanel-based tasks and FTP configuration.• Diagnosed DNS zone file configuration problems, domain connectivity errors, and name server issues.• Investigated Linux-based hosting issues impacting website availability and resolved HTTP error codes.• Resolved WordPress CMS configuration problems, plugin conflicts, and functionality errors.• Assisted clients with cPanel email setup, Webmail access, and email delivery troubleshooting.• Managed support cases and incident tickets using Salesforce CRM.	

Junior System Administrator

Oct 2019 – Jan 2022

Marcellus Infotech

- Performed OS installation and configuration on Linux-based systems for internal infrastructure.
 - Carried out system monitoring and hardware monitoring to track server health and performance.
 - Supported Linux system administration tasks including server maintenance and access management.
 - Troubleshoot system performance and infrastructure-related issues to ensure uptime and stability.
 - Assisted internal teams in maintaining system documentation and operational continuity.
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EDUCATION

Bachelor of Engineering — Computer Science

Graduated 2016

Malnad College of Engineering, Hassan, Karnataka