

## SARATHLAL S K

Kerala, India

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### PROFESSIONAL SUMMARY

Product Support Engineer with 3+ years of experience in application support, server administration, and root-cause analysis. Proven ability to enhance system reliability—reducing downtime by 15% through proactive monitoring—and resolve complex technical issues across web hosting (cPanel, Joomla), databases (MySQL), and networking. Seeking to leverage expertise in a Technical Representative or Senior Support role

### KEY TECHNICAL PROFICIENCIES

**Systems & Admin:** Windows/Linux Server, cPanel, DNS/SSL, Joomla CMS, SSH/RDP

**Monitoring & Analysis:** Log Analysis, KPI Monitoring, Performance Troubleshooting, Incident Management

**Languages & DBs:** PHP, SQL (Debugging & Optimization), Power BI

**Tools:** VS Code, GitHub, Monitoring Utilities, SQL Tools

### PROFESSIONAL EXPERIENCE

#### Computer Programmer – Application & System Support

College of Applied Science (IHRD), Vattankulam, Kerala — Oct 2021–Dec 2025

- Proactively monitored 5+ critical application KPIs and system logs, reducing unplanned downtime by 15% through early issue detection.
- Diagnosed and resolved recurring PHP/MySQL errors through root-cause analysis, improving application stability.
- Investigated reported issues, reproduced errors, analyzed logs, and collaborated with developers for resolution.
- Coordinated with faculty, management, and stakeholders to resolve functional and technical issues.
- Maintained server health (CPU/RAM/Disk), performed service restarts, configuration checks, and network troubleshooting.
- Managed hosting, DNS, and SSL for 3+ college websites, achieving 99.9% uptime and successfully migrating 2 sites with zero service disruption.
- Administered Joomla CMS backend including updates, plugin issues, theme configuration, and site stability checks.
- Configured and troubleshot 3+ biometric attendance devices, ensuring seamless integration with backend systems and 100% accurate daily reporting.

### **Technical Support & Coordination Roles (2016–2021)**

- Handled customer queries, system issues, and technical escalations across Telecom, Finance, and Retail sectors.
- Supported field users, documented incidents, and ensured timely resolutions within SLA.
- Coordinated cross-functional communication to resolve technical and operational problems.

### **PROJECTS (RELEVANT TO PRODUCT SUPPORT)**

#### **CampusPulse – Student Management & Administrative Platform**

- Created, supported deployment, monitored uptime, and ensured smooth day-to-day operations.
- Diagnosed SQL, API, and backend issues; analyzed logs and performed root-cause identification.
- Handled production incidents and coordinated fixes across teams.

#### **Polling Count – Developer**

- Developed an Android app backend in Flutter; Worked on API and SQL optimization.
- Debugged performance issues, reduced latency, and improved backend stability.
- Provided field-level technical assistance and coordinated fixes.

### **EDUCATION**

MCA (Ongoing, Expected 2026) – IGNOU

BSc Computer Science – MES College Ponnani, University of Calicut (2015)

### **ACHIEVEMENTS**

- Technical Coordinator – Biometric Attendance System
- Supported migration and development of web applications ([CampusPulse](#))
- Media Cell Coordinator – CAS Vattamkulam
- Volunteer – FIFA U17 World Cup (2017)

### **LANGUAGES**

English, Malayalam, Tamil, Hindi