

Utilizing 7+ years of IT Service Operations experience, targeting Cloud and System Administrator roles in Pune or Bangalore, ensuring seamless IT Infrastructure management across diverse platforms.

CERTIFICATIONS

- **Microsoft Certified Specialist – Azure VDI AZ140 Microsoft**
- **Certified Specialist- Azure Infra AZ104**
- **ITIL v4 Foundation (Agile Scrum Master)**
- **Jetking's Hardware & Network Engineer**

EDUCATION

Bachelor of Arts in English from YCMOU, Nashik in 2018

HIGHLIGHTS

Maintaining a consistent 100% resolution rate within Service Level Agreements (SLAs), showcasing a dedicated commitment to the efficient and timely resolution of issues.

Successfully implemented cost optimization measures in Azure infrastructure, resulting in a reduction in cloud-related expenses without compromising performance.

Improved system uptime, implementing proactive monitoring and preventive measures, leading to increased reliability and minimized downtime.

Streamlined Azure Virtual Desktop deployment processes, reducing deployment times, enhancing efficiency, and ensuring a quicker turnaround for users accessing virtual desktop solutions.

CORE COMPETENCIES

- IT Service Management
- Incident and Problem Management
- Service Delivery Optimization
- Process Improvement
- Asset and SLA Management
- Internal Governance & Control
- Infrastructure Monitoring
- Remote Support
- Cloud Migration
- Client Relationship Management

PROFILE SUMMARY

- Specialized in designing, implementing, and managing robust Azure infrastructure, showcasing proficiency in optimizing cloud-based solutions for enhanced performance.
- Proficient in administering and optimizing Office 365 environments, ensuring seamless integration and collaboration across organizational units.
- Showcased expertise as an Azure Virtual Desktop Engineer, contributing to the design, deployment, and maintenance of virtual desktop solutions in the Azure environment.
- Proven track record of maintaining a 100% resolution rate within SLAs, highlighting a commitment to swiftly and effectively addressing system-related challenges.
- Skilled in the end-to-end management of cloud-based systems, focusing on scalability, security, and performance optimization for optimal functionality.
- Possess a deep understanding of troubleshooting techniques, particularly in resolving issues related to Azure Infrastructure, Office 365, and Azure Virtual Desktop.
- Showcased commitment to professional development through continuous learning, staying updated of the latest advancements in cloud technologies, and acquiring relevant certifications.
- Collaborates seamlessly with cross-functional teams, ensuring effective communication and alignment of cloud and system administration activities with organizational goals and objectives.

WORK EXPERIENCE

Synoptek | System Administrator II | Since Sept'21

Key Result Areas:

- Managing inbound and outbound support calls, ensuring timely and effective resolution of user and client queries.
- Showcasing courtesy and strong interpersonal skills in all interactions with users and clients, fostering positive relationships.
- Troubleshooting a diverse range of issues, including but not limited to Office 365, Azure, MFA, on-prem Exchange, VMware, remote access, VPN, MS SQL, and Outlook.
- Designing and developing a robust Remote Desktop Services (RDS) Farm, facilitating the seamless publication of critical apps via remote app.
- Adhering to client-specific knowledge bases, policies, and escalation matrices, ensuring consistent and high-quality IT remote support.
- Collaborating effectively within a team environment, knowing when to seek assistance, ask questions, and escalate needs appropriately.
- Clear and effective communication with internal and external clients through both written and verbal means, ensuring a thorough understanding of client needs.
- Proactively asking feedback and opportunities for continuous learning and professional growth.
- Prioritizing client satisfaction first, followed by team goals, and placing personal needs last in alignment with organizational values.
- Acting in the best interest of the client and responding promptly and professionally to exceed both internal and external customer requirements.
- Collaborating seamlessly with team members to deliver results that meet or exceed client expectations.

Projects:

- **Email Migration Project:** Led the seamless migration of user mailboxes from GoDaddy and Google email platforms to Office 365 using IMAP migration.
- **Client Onboarding and Office 365 Implementation Project:** Successfully onboarded a new client onto Office 365 and orchestrated the implementation of SharePoint Online, MS Teams, Outlook, and OneDrive, ensuring efficient collaboration and communication.

TECHNICAL SKILLS

Microsoft Azure
VMware
Office 365
Azure Virtual Desktop
ConnectWise
Helpdesk/Automate/Control
ManageEngine Helpdesk
Autotask
Service Now
Site24x7
ManageEngine Event Log Analyzer
Remote Assistance Tools

- **On-Premises Infrastructure Migration to Azure Project:** Spearheaded the migration project, transferring on-premises Web Server, Database Server, and File Server to Azure App Service, managed SQL, and storage accounts. Employed various Azure network components to optimize performance and security.
- **Remote Infrastructure Implementation Project:** Designed and assisted in the implementation of a new infrastructure at a remote location, encompassing servers, firewalls, UPS, and switches. Ensured the seamless integration of the client's operations in the new environment.

PREVIOUS EXPERIENCE

DXC Technologies Ltd., Location | Technical Support Engineer | Oct'18 – Sept'21

Expert Global Solutions, Location | Senior IT Support Engineer | Mar'17 – Sept'17

Infoserve Technologies, Location | IT Support Engineer | Feb'15- Mar'17

PERSONAL DETAILS

Date of Birth: 30th June 1994
Languages Known: English, Hindi and Marathi
Address: Flat no 20, D Block, Ankita Residency, Gadital, Hadapsar, Pune-28