Amrita Rongpipi
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Summary of Qualification

A certified IT professional with 9 years of experience in Infrastructure Engineering, Azure Cloud Infrastructure, Wintel and holds professional skills such as communication, teamwork and conflict resolution.

- Accountable for Planning, Implementation, Administration and Troubleshooting on servers.
- Experience in provisioning of Azure VM's, Storage, Resource Group and configuring servers
- and alerts using log analytics workspace, azure monitor.
- Knowledge on subscription, cost management and billing in Azure
- Worked on SOE project to build, configure and deploy Windows server 2016/2019
- Experience in working on automation tool such as BMC True Sight to deploy software on the server
- Experience in working on ServiceNow, BMC Remedy (ITAM), Confluence and JIRA
- Certified in Azure Solutions Architect (AZ-305)
- Certified in Azure Administrator Associate (AZ-104)
- Certified in MCSA (Microsoft Certified Solutions Associate)
- Certified in VMWare vSphere 6.5 Foundation
- Knowledge on scripting language such as PowerShell, Terraform
- Trained on People Management and Coaching skills, Building Confidence, personal brand and presentation skills.

Capgemini Technology Services India Limited, Senior Consultant

February 2022- Present

- Experience working closely with project managers and technical leads to understand the requirement of the project and perform the implementation such as Landing Zone Assessment.
- Experience in VM build and management of resources and use of automation scripts.
- Experience in update management, log analytics, azure monitoring, azure key vault and configuring of function app and integration of application such as Service Now, Splunk.
- Worked on migration process by following the guidance in HLD and LLD.
- Implemented CI/CD pipelines using tools like Terraform to streamline delivery.

Cloud Transformation & Architect Analyst, Accenture Solutions Pvt. Limited

June 2019 – October 2021
- Installation, Configuration and Deployment of Windows Servers 2016 and 2019.
- Handling issues related to servers such as disk augmentation, disk cleanup, monitoring the servers
- Troubleshoot issues related to Windows Operating System hosted on Azure Cloud
- Taking snapshot VM as per application owner requirement.
- Installation of antivirus on VCenter, Management of SRM in VCenter.
- Experience in working on Hyper-V Manager, failover cluster.
- Experience in working on migration of storage servers using VMotion.
- Knowledge of Microsoft Azure such as creation of resources and managing the services in an Infrastructure as a Service.

Wintel Support, Accenture Solutions Pvt. Limited

- Implement, Configure, Manage and support Windows based infrastructure in hosting environment.
- Monthly patching and scheduling for the new Microsoft patches released every 2nd Tuesday using HEAT application.
- Creating user ID in Active Directory and assigning privileges.
- Managing VMWare Infrastructure environment with ESXi servers and virtual machines.

Service Desk Management, Accenture Solutions Pvt. Limited

May 2016 – Sep 2019
- Troubleshooting issues related reservations for a property which causes out of sync between
- Central Reservations System and Property management System.
- Monitor the health of the property which included network and router check through ping
- Paging with L2 teams and working with the various teams for faster resolution
- Creation and modification of Active Directory account and Exchange account
- Creation of Distribution lists and adding members to it.
- Modification of email accounts in Exchange Server 2013 and Office 365 portal.
- Handling issues related to VPN and troubleshooting based upon the scenario.
- Experience in handling IAM accounts and modify the accounts.

Technical Support Officer-II, Convergys India Pvt. Ltd.
(Project- Microsoft)
Dec 2014 – Feb 2016

- Troubleshoot security related issues on User's PC – Windows Defender, Spyware/Malware removal and Firewall settings.
- Troubleshoot installation related issues-Microsoft Office Suite both on Windows OS and MacOS
- Troubleshoot update and upgrade related issues on user's PC.
- Troubleshoot existing issues related to Windows 10 and Microsoft Office 2016
- Provides technical resolution and educate the customers about Microsoft products

Education Details:
Masters in computer application (M.C.A) in 2014
The Oxford College of Science, Bangalore University

Bachelor of Science, IT in 2010
NIIT, Kuvempu University

Place: Bangalore   Amrita Rongpipi