

Sai Abhilash

Kancharla

Personal Profile: Hyderabad
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Skills: Microsoft Azure, Dynamic 365, Azure DevOps tool & Jarvis, Google Admin Console, Vector Salesforce Tool, Dig tool, M365.

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- Communication skills,
 - Advance Analytical thinking
 - Fast learner
 - thinking and Problem solving.

Professional Summary

- **Seasoned IT Professional:** Deep experience in both cloud infrastructure management and operations.
- **Azure Global Capacity Admin Role:** Played a pivotal role in ensuring the optimal allocation and strategic management of Azure resources. Aligned resources to meet both current and anticipated business demands.
- **Level 2 Global Service Desk Engineer Experience:** Enhanced skills in comprehensive troubleshooting. Strengthened stakeholder communication and liaison capabilities. Provided technical support across diverse platforms and systems.
- **Analytical Prowess:** Adept at identifying infrastructure challenges. Proficient in forecasting capacity needs and proactively strategizing.
- **Reliability & Scalability:** Dedicated efforts to ensure Azure's steadfast performance and scalability.
- **Technical & Interpersonal Skills:** High technical proficiency across multiple IT domains. Strong interpersonal abilities facilitating seamless collaboration with cross-functional teams. Expertise in translating technical concepts for non-technical audiences.
- **Drive & Adaptability:** Passionately committed to technological excellence. Continuously eager to learn and evolve. Always ready to adapt to the dynamic realm of cloud computing and add exceptional value to the organization.

Employment History Infosys BPM (March 2024 – Till date) Technical Process Specialist

Overview: Dedicated and experienced Google Workspace Account Recovery Support Engineer with a proven track record of resolving complex technical issues and providing exceptional customer service. Adept at troubleshooting and resolving account recovery challenges to ensure seamless user experiences within the Google Workspace environment.,

Roles and Responsibilities:

- Proficient in Google Workspace administration, including Gmail, Drive, Calendar, and other applications
- Expertise in account recovery processes and procedures for Google Workspace users
- Strong troubleshooting skills to identify and resolve technical issues related to account access and security.
- Excellent communication skills, both written and verbal, to effectively assist users and convey technical information.

- Ability to work independently and collaboratively in a fast-paced environment
- Experience with customer support ticketing systems.
- Managed support tickets and prioritized tasks to ensure timely resolution of customer inquiries and issues
- Collaborated with product development teams to identify and report software bugs and suggest enhancements based on customer feedback
- Provided timely and effective support to Google Workspace users experiencing account recovery issues via phone, email, and chat
- Resolved account access challenges by guiding users through account recovery processes and verification procedures
- Collaborated with cross-functional teams to escalate and resolve complex technical issues impacting account recovery
- Documented troubleshooting steps and solutions to contribute to the knowledge base and improve support efficiency.
- Maintained a high level of customer satisfaction by delivering personalized support and proactive communication throughout the resolution process.

E-LAB's InfoTech(2022-2023)

Cloud ADMIN Associate Overview:

The Azure Global Capacity Support role is pivotal within Microsoft's cloud infrastructure realm. This position is entrusted with the vital task of ensuring that Azure's massive infrastructure operates at its peak, providing consistent and reliable service to its vast clientele.

Guide customers in onboarding their organizations to Office 365 services such as Azure, Exchange Online, SharePoint Online, SharePoint Hybrid from 2010 to 2016, Lync Online, Office 2016, Office 365 ProPlus and Yammer.

Responsible for delivering an enjoyable and seamless onboarding experience from other on-premises or cloud platforms to Office 365. Provide technical support for Small Business customers from various Office 365 products and services (some Enterprise level services).

Utilize Azure AD and/or existing PowerShell scripts to customize clients' Office 365 portal. Respond to customer tickets/e-mails and assist in resolving Office 365-related issues/concerns. Resolve Office 365 and ProPlus Suite, configuration issues and Manage SLA tickets.

Key Responsibilities:

Monitoring and Analysis: Continuously monitor Azure's capacity, analyzing current usage, and forecasting future demand. This includes identifying potential capacity-related issues before they affect clients.

Coordination: Work closely with other Azure teams, including engineering, operations, and sales, to communicate capacity status, understand upcoming demands, and align resources accordingly.

Support: Provide real-time support for any capacity-related concerns or incidents. This includes troubleshooting, escalating, and

coordinating with relevant teams to address and resolve issues promptly.

Optimization: Regularly evaluate the utilization of Azure's resources and recommend ways to optimize, ensuring efficient use without compromising on performance or availability.

Documentation: Maintain up-to-date records of capacity metrics, issues, resolutions, and recommendations. This ensures continuity and assists in strategic planning.

Continuous Learning: Stay updated with the latest Azure offerings, tools, and best practices to adapt and refine capacity strategies over time.

Training & Mentorship: Train Level 1 engineers and assist in their professional development. Share insights and knowledge about advanced troubleshooting techniques.

Incident Management: Prioritize, diagnose, and resolve escalated IT incidents that are logged, tracked, and followed up on until resolution.

Collaboration: Work closely with other IT teams to ensure a cohesive approach to incident management and resolution.

Incident Participate in regular team meetings and training sessions.

AMAZON-MLD ASSOCIATE(2020-2022)

Project: TRON and NIKE

- Systematically escalate problems or variances in the information to the relevant owners, teams, and managers according to the defined processes.
- Understand performance metrics and process requirements to drive business results in a live environment.
- Train Level 1 engineers and assist in their professional development. Share insights and knowledge about advanced troubleshooting techniques.
- Analyze and detect exceptions.
- Meet predetermined and assigned productivity targets and quality standards within expected deadlines.
- Contribute to process changes to minimize handling time, increase work efficiency, and improve the software tool that he/she shall be using.

Max Life Insurance Pvt Ltd ROLE: AADM (2018)

Roles and Responsibilities:

- Recruiting agents and Management System.
- Training and developing agents on a commission basis.
- Supervise the activity plan of all agents to ensure these are being fulfilled as per the desired Levels.

- Conduct weekly performance reviews (PRP) with agents & update Sales.

MBA Internships

- A Study on Training and Development from 4th Sep 2019 to 29th Oct 2019 at MAKRO CAST(P)., Kolavennu, Andhra Pradesh.
- A Study of Recruitment, Sourcing, Learning, and training in the Human Resources Department at Aurobindo Pharma Ltd., Hi-tech City, Hyderabad.

Co/Extracurricular Activities

- Short Film Actor and Maker.
- I am A Member Of "WE ARE WITH YOU FOUNDATION" (NGO).
- I Am "The Campus Ambassador for the Entrepreneurship Development Cell" At NRIIT.

Education

- Human Resource and Management at GITAMS, Visakhapatnam.
- B-Tech Electronics and Communication at NRIIT, Agiripalli, Vijayawada.
- Intermediate (M.P.C) from Sri Gayatri Junior College, Hyderabad.
- Railway High School E.M, SSC, Vijayawada.

Personal Details

Date of Birth: 22nd Oct. 1994.

Address: Flat-102, Ananda Nilaya Homes, 10th line, Thota Vaari Street, Ajith Singh Nagar, Vijayawada, Andhra Pradesh, 520015.

Languages Known: English, Hindi, Telugu.

Place: Hyderabad.

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Date: