



ASHISH CHOUDHARY

A Z U R E C L O U D E N G I N E E R

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PROFILE

Possessing Microsoft Azure Certified Administrator (AZ-104) credentials, I bring forth 4years of experience in Azure cloud and a 13-yr's of IT and Non IT background. My specialization lies in delivering Level 3 technical support and proficiently administering cloud infrastructure, with particular emphasis on the Azure ecosystem. Here is a brief overview of my Proficiencies.

EMPLOYMENT - HISTORY

- 2017-2019 & 2020-2023 • **WEBGILITY Technologies Pvt. Ltd.-Indore**
- 2013-2017 • **CANVERA DIGITAL**
- 2008-2013 • **SANGHI BROTHERS (Tata Motors)**
- 2007-2008 • **WEBDUNIYA Technologies Pvt. Ltd.**

A Z U R E S E R V I E S

- Infrastructure as Code (IaC)-ARM/TERRAFORM
- NETWORKING: VPN Gateways - Firewall - Load balancers - NSG
- ACTIVE DIRECTORY: RBAC - PIM, MFA
- STORAGE: BLOB, AZURE KEY VAULT- SAS
- SECURITY AND COMPLIANCE
- SCRIPTING -Terraform
- COLLABORATING TOOLS - GITHUB,DevOps
- DOCKER - KUBERNETES (AKS)

CORE - COMPETENCIES

- *Azure Expertise:*
Microsoft Azure Certified Administrator Associate (AZ-104) with proficiency in designing , implementing , and optimizing Azure-based solutions.
- *Technical Support Leadership:*
Seasoned in providing Level 3 technical support, leading cross-functional teams to efficiently troubleshoot and resolve complex issues.
- *Infrastructure Administration:*
Expert in administering and fine-tuning Azure infrastructure components, utilizing Azure Resource Manager (ARM) templates and Infrastructure as Code (IaC) practices.
- *Security and Compliance:*
Enforce security policies and compliance standards, conducting regular security assessments and implementing preventive measures.
- *Automation and Scripting:*
Proficient in developing automation scripts , particularly using PowerShell , to streamline operational tasks and enhance overall efficiency.
- *Continuous Improvement:*
Proactively analyze system performance, identify areas for improvement, and implement optimization strategies to ensure optimal cloud infrastructure.
- *Containerization and Orchestration:*
Familiarity with containerization technologies such as Docker, Kubernetes, and Azure Kubernetes Service (AKS) for deploying and managing containerized applications.



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KEY RESPONSIBILITIES AREA

- Deliver remote helpdesk support through various channels, including phone, remote control, and ticketing system, addressing issues related to server and desktop software, hardware, and peripherals. Additionally, proactively maintain infrastructure and fulfill work requests.
- Establish and maintain close communication with clients until resolution of issues, ensuring an important level of customer satisfaction.
- Generate detailed work logs within our ticketing system, documenting the troubleshooting and resolution process.
- Conduct proactive infrastructure monitoring to identify and resolve potential issues before they cause downtime.
- Execute technical support in accordance with documented procedures and contribute to ongoing improvements.
- Provide regular updates to the Senior System Administrator on common problems encountered, suggesting long-term solutions and improvements to mitigate future issues.
- Implement scaling strategies, caching mechanisms, and performance tuning techniques to improve system responsiveness and resource utilization.
- Strategically nurturing and managing client relationships to enhance levels of customer satisfaction and foster sustainable business growth.
- Actively identifying emerging business opportunities and resolving challenges by closely collaborating with our cloud and engineering practice leaders. This entails proposing and presenting customized solutions that seamlessly align with our clients' goals.
- Collaborating closely with our dedicated account sales team and esteemed cloud capability leaders to shape and finalize potential opportunities, ensuring a seamless alignment between client expectations and our service offerings.
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CERTIFICATE/QUALIFICATION

- Azure AZ-104: Microsoft Azure Administrator - Certification Dec-2023
- Azure AZ-900: Microsoft Azure Fundamentals - Certification JULY-2023