SYED ATIFULLA

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Bangalore

CAREER OBJECTIVE

Contemplation to work in a firm with a professional work driven environment where I can utilize and apply my knowledge, skills which would enable me as an engineer to grow while fulfilling organizational goals.

SUMMARY

- ❖ B.E Graduate from Rajiv Gandhi Institute of Technology affiliated to VTU of the year 2016.
- ❖ Excellent social skills to rapidly build a relationship and set up trust.
- ❖ Confident, Determined and the ability to cope up with different situations.
- ❖ 3 years' and 1 month experience as a Microsoft Azure Cloud Support Engineer with hands-on experience in Virtual Machine deployments, Managing Storage, Migration and troubleshooting of the same.

EDUCATION

Qualification	Board/University	Year
B.E (*Computer Science Engineering*)	Rajiv Gandhi Institute of Technology	2016
PUC	St. Joseph's Pre-University College	2012
High School	St. Joseph's Indian High School	2010

TECHNICAL SKILLS

Microsoft Azure

- ❖ **Virtual Machines** : Deploying Virtual Machines through Portal, Azure PowerShell through Azure templates, Resizing Virtual Machines using Azure Portal, Azure PowerShell and Resizing Virtual Machines present in an Availability set, **RBAC**.
- ❖ **Storage** : Knowledge on Managed and Unmanaged Storage, Blobs, File Share, increasing disk Space (OS disk or Data disk), adding data disks to a Virtual Machine.
- ❖ **Migration** : **ASM to ARM**, Managed Virtual Machine Migration (and associated resources), Unmanaged Virtual Machine Migration (and associated resources), Data Migration from Storage accounts, **Azure Site Recovery**.
- ❖ **VMSS** : Knowledge on deployment and managing **VMSS** in Azure
- ❖ **Scripting Languages** : **Azure PowerShell.**
- ❖ **Ticketing tools** : MSSolve and Service Desk
- ❖ **Migration tools** : **Azure Site Recovery**
- ❖ **Copy tools** : **AzCopy** and **Storage Explorer**
- ❖ **Operating System** : Basic knowledge on Windows Servers and Linux Servers.
- ❖ Skill set in Microsoft Word, Microsoft Excel and Microsoft PowerPoint.

WORK EXPERIENCE	COMPANY: Mindtree Ltd.

Microsoft Azure IaaS Cloud Support Engineer   **Feb 2017 –Dec 2019**

Responsibilities:

- ❖ Taking the ownership of tickets and troubleshooting on the issue.
- ❖ Meeting SLA on the ticket.
- ❖ Handling escalations in the team in order to have the user get his resolution.
- ❖ Providing resolution/troubleshooting on the issue as earliest as possible for the user.
- ❖ Assist new joiners/peers in the team with consults.
- ❖ Research, analyze the user's logs and isolate the issue.
- ❖ Working in rotational shifts, including weekends.
- ❖ Accountable for the tickets owned by me until resolution.
- ❖ Discuss complex issues with the Partner Technical Advisor to conclude on a resolution for the user.

Microsoft Azure BlackForest Migration Engineer   **Dec 2019 – Feb 2020**

Responsibilities:

- ❖ Assisting user's environment to be migrated to Azure Public Cloud using **Azure Site Recovery**.
- ❖ Reproducing the scenario as requested by the user on migration.
- ❖ Preparing documents on the scenarios validated and present it to the team.
- ❖ Discuss scenarios with technical architects to reduce complexity.
- ❖ Find workarounds on scenarios which are not supported.
- ❖ Create PowerShell scripts when needed, in order to reduce complexity.

INTERPERSONAL SKILLS

- ❖ Excellent communication skills.
- ❖ An enthusiastic learner who can master all aspects of a job with the ability to listen and understand complex nuances of a job.
- ❖ Good analytical, research and problem-solving skills.
- ❖ Efficient team player with the ability to build sound and healthy rapport.
- ❖ Ability to take decisions with coherent planning.

PERSONAL DETAILS

- ❖ **Father's Name**   **:** Syed Athaulla
- ❖ **Mother's Name**   **:** Hafeezunnisa
- ❖ **Date of Birth**   **:** 22nd May 1994
- ❖ **Language Known**   **:** English, Hindi and Kannada
- ❖ **Marital Status**   **:** Single
- ❖ **Interest & Hobbies**   **:** Travelling, exploring places and different cuisines.
- ❖ **Passport Number**   **:** R0323637

DECLARATION

I do hereby declare that the above information is true to the best of my knowledge**.**

Syed Atifulla