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' experience as a Microsoft Azure Cloud Support Engineer with hands-on experience in Virtual Machine deployments, Managing Storage, Migration and troubleshooting of the same.
❖ Self-learning on AWS and DevOps tools.

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 and Azure CLI, Resizing Virtual Machines using Azure Portal, Azure PowerShell and Resizing Virtual Machines present in an Availability set, **RBAC** and Azure Metrics.
❖ **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**.
❖ **Performance** : Virtual Machine Performance.
❖ **VMSS** : Knowledge on deployment and managing **VMSS** in Azure
❖ **Scripting Languages : Azure PowerShell** and **Azure CLI.**
❖ **Ticketing tools** : MSSolve and Service Desk
❖ **Migration tools** : **Azure Site Recovery**
❖ **Copy tools** : **AzCopy** and **Storage Explorer**
❖ **Operating System** : Windows Server 2012 and 2016, and basic knowledge on Linux.
❖ Skill set in Microsoft Word, Microsoft Excel and Microsoft PowerPoint.

KNOWLEDGE BASED TECHNICAL SKILLS:

AWS

- ❖ EC2: Instance deployments (Windows and Linux)
- ❖ Virtual Private Cloud (VPC)
- ❖ Storage Solutions: S3, EBS, Instance Store Volumes
- ❖ Identity and Access Management (IAM)

DevOps Tools

- ❖ Version Control System tool: Git, GitHub
- ❖ Configuring/Building Pipelines using Jenkins.
- ❖ Container tools: Docker, Docker Hub Kubernetes.
- ❖ Testing: Selenium
- ❖ Continuous Deployment with Puppet and Configuration Management with Ansible

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.
- ❖ **Subject Matter Expert (SME)** for the **Platform level** issues for the team.
- ❖ Research, analyze the user's logs and isolate the issue.
- ❖ Working in rotational shifts, including weekends.
- ❖ Prepare **PowerShell script** based on requirements, for instance to deploy a Virtual Machine using an existing Network Interface card/Virtual Network etc. Another example would be to convert a managed disk to unmanaged .vhd file such that a user can download the vhd to on-premise as his backup.
- ❖ PowerShell script to Swap OSdisks for a running VM with a backup OSdisk. For both Managed and Unmanaged VMs.
- ❖ Promoted to **Technical Lead/Advisor** for the team.
- ❖ Accountable for the tickets owned by engineers aligned to me.
- ❖ Daily case review, provide a resolution proactively on the cases and share knowledge to engineers.
- ❖ Provide Triage on certain topics in Azure Platform to the team.
- ❖ 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