Mohammed Danish

Aspiring Cloud and DevOps Engineer

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ABOUT

• Highly motivated and results-oriented IT professional with 3 years of experience in technical support and cloud administration.

• As a resource, I possess a developer mindset despite my current support role, reflecting a unique blend of technical proficiency and problem-solving acumen.

• I am skilled in troubleshooting technical issues, providing timely resolutions, and delivering exceptional customer service.

• I have excellent communication skills and can effectively convey complex technical concepts to both technical and non-technical stakeholders.

• I am proactively exploring fresh opportunities within the realms of Cloud engineering and DevOps, aspiring to refine my skill set and actively contribute to cutting-edge projects.

SKILLS

- MS Exchange
- PowerShell-Scripting
- Microsoft 365
- Microsoft Azure
- Google Cloud Platform (GCP)
- AWS
- Technical Support

- DevOps - Jenkins/Packer/Docker/Terraform/IaC
- Cloud Computing
- Incident Management
- Power Platform - PowerApps/PowerAutomate/SharePoint

WORK EXPERIENCE

Wipro - Chennai, India

L2 - Exchange Administrator   **Jun 2022 – Present**

- Managed Exchange Online and On-Prem Exchange server, including troubleshooting, issue resolution, and server maintenance.
- Developed PowerShell scripts to enhance productivity within the Exchange environment.
- Implemented a solution using Graph API to capture M365 Service health, reducing vendor dependency.
- Conducted proactive analysis of user mailbox reports, ensuring seamless transition during license migration.
- Design, develop, and implement business solutions using Microsoft Power Platform, including Power Apps, Power Automate.
- Stayed updated with Microsoft 365 updates and actively contributed to user education and training.

Skills: Microsoft 365 · Microsoft Exchange · Microsoft Azure · Cloud Computing · PowerShell · Proofpoint · Scripting · Active Directory · Microsoft Teams

Wipro - Chennai, India
Technical Support Engineer   **Aug 2021 – Feb 2022**

- Provided technical support to a global clientele across various time zones.
- Effectively resolved a wide range of technical incidents, ensuring adherence to Service Level Agreements (SLAs).
- Documented solutions and maintained a knowledge base for continuous improvement.
- Delivered user training sessions to enhance technical proficiency and reduce support tickets.

Skills: Incident Management · Technical Support · Problem Solving · Communication · Administration

AIESEC - Chennai, India
Junior Executive   **Aug 2020 - Jul 2021**

As a graphic designer for OGT, I was responsible for creating and designing all of the visual assets for the product. This includes everything from branding to marketing materials and social media graphics. I was working closely with the product team to understand their needs and create designs that are both visually appealing and effective in communicating their message.

Skills: Graphic Design · Adobe Illustrator · Adobe Photoshop · Creativity · Innovative

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PROJECT

Deployment of Business-critical application in a secure, scalable, and self-healing manner on cloud infrastructure:
The objective of this project was to build a scalable and secure infrastructure on AWS using Infrastructure as Code practices and to establish a DevOps pipeline for building the application and deployment to the infrastructure.

Skills: Jenkins · Packer · Docker · Terraform · IaC · AWS

More details: https://lnkd.in/g79cm2Zx

EDUCATION

M.Tech. Computing Systems and Infrastructure (Current CGPA: 8.5)   **Jun 2021 – Present**
Birla Institute of Technology and Science, Pilani, India

Bachelors in Computer Application (BCA) CGPA: 8.76   **Jun 2018 – Jun 2021**
Specialized in: Cloud Technology and Information Security
BSA Crescent Institute of Science and Technology, Chennai, India

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CERTIFICATIONS
- Microsoft Certified: Azure Fundamentals
- Google Cloud Platform: Associate Cloud Engineer
- Computer Hardware and Networking - MSME, Chennai.
- Catapult L2: O365 - Wipro

LANGUAGES KNOWN
- English
- Hindi
- Tamil