



DEBASIS SAHA

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Summary

A Cloud Engineer with rich experience in various Microsoft Infrastructure Solutions with hands-on experience in designing, deploying, and managing scalable, secure, and cost-efficient cloud solutions. Adept at monitoring, troubleshooting, and ensuring high availability of cloud infrastructure while maintaining security best practices and compliance standards. Passionate about leveraging cloud technologies to drive business efficiency and improve system performance. Skilled in infrastructure strategy and transformation, identifying key solution gaps, business and project impacts and creative solutions to ensure delivery of projects on-time and within budget.

Experience Summary

➤ US DoD – V2X

Sep 2021 – Aug 2023

Designation: Junior Cloud Engineer

Location: USA/Chennai

Duration: Nov 2022 to Aug 2023

Designation: Service Desk Technician

Location: USA/Chennai

Duration: Sep 2021 to Oct 2022

Work Profile and Responsibilities

Cloud Engineer (Jr)

- **Collaborate with Infrastructure team to Design and Architecture to create infrastructure blueprints**
 - Designing scalable, cost-efficient, and secure cloud architectures.
 - Assessing company's needs and selecting appropriate cloud services(compute, storage, network, etc.)
- **Cloud Deployment and Configuration**
 - Setting up cloud infrastructure, including virtual machines (VMs), Azure Virtual Desktop infrastructure for programs and Sr. VPs, containers, databases, and networking.
 - Configuring cloud services such as load balancers, firewalls, VPNs and Azure networking services.
 - Revitalized and standardized Naming Conventions, Tagging Policies, RSV, and Key-Vault structures, aligning them cohesively with evolving business requirements and industry standards
- **Monitoring and Performance Optimization**
 - Monitoring system performance and uptime - Azure Monitor, Azure Log Analytics, Azure Service Health
 - Optimizing performance by scaling resources, managing workloads, and adjusting network configurations.
 - Troubleshooting performance issues and implementing improvements.

- **Security and Compliance**
 - Implementing security best practices such as identity and access management (IAM), encryption, and firewalls.
 - Ensuring that cloud infrastructure complies with regulatory standards like GDPR, HIPAA
 - Conducting regular security audits and vulnerability assessments.
- **Cloud Automation and DevOps**
 - Experience with DevOps methodologies, including CI/CD pipelines and automated infrastructure provisioning using Terraform
 - Automating repetitive tasks such as backups, scaling, or disaster recovery using scripts and various tools
- **Cost Management and Optimization**
 - Analyzing cloud usage patterns and implementing strategies to optimize cost.
 - Setting up and managing budgets, alerts, and policies to control spending.
- **Troubleshooting and Support**
 - Providing support for cloud-related incidents, outages, and performance degradation.
 - Handling Escalated tickets from Level 1 & 2 Engineers.
 - Diagnosing and resolving technical issues related to the cloud infrastructure (Virtual machines, Azure Virtual Desktop infrastructure etc.)
 - Coordinating with vendors and cloud service providers for support and resolution of major incidents.
- **Data Backup and Disaster Recovery**
 - Developing and implementing cloud-based backup strategies to ensure data integrity and availability.
 - Setting up disaster recovery (DR) solutions and ensuring they meet the business continuity requirements.
 - Testing DR plans and updating them as the infrastructure evolves.
- **Collaboration with Development and IT Teams**
 - Working closely with software developers, Infrastructure engineers and security engineers to ensure smooth cloud integration.
 - Assisting developers in choosing the right cloud services and configurations for their applications.
 - Ensuring seamless handoffs and integration between development and operations teams.
- **Cloud Migration**
 - Assisting the migration of on-premise infrastructure to cloud environments.
 - Collaborate with Infrastructure team in cloud migration strategies, including data transfer, application migration.
- **Cloud Governance and Policy Management**
 - Defining and enforcing policies for cloud resource usage, access, and security.
 - Setting up frameworks for cloud governance to ensure that all cloud resources are managed according to company policies.
- **Documentation and Reporting**
 - Creating and maintaining documentation for cloud environments, architectures, processes, and configurations.
 - Managing Azure Cost based on different cost center and sending reports to finance.
 - Training other teams or staff on best practices and cloud usage.
- **Vendor and Cloud Provider Management**
 - Liaising with Microsoft to ensure optimal service delivery.
 - Monitoring cloud service contracts and renewals.
- **Research and Development**
 - Staying up-to-date with new cloud technologies and services, certifications on industry trends.
 - Experimenting with new tools, services, and methodologies to improve the company's cloud infrastructure.

Service Desk Technician

- Providing support, administering, troubleshooting, and resolving the users and endpoint devices issues in all the business locations (US, Kuwait, Qatar, UAE, Germany, Romania, Bahrain, India, Iraq, Denmark etc.)
- Assist users all over the business location and D-level executives over the call with IT related incident.
- Exchange/Office 365 support and administration - O365 and other applications licensing, troubleshooting, and resolving end users related issues.
- Provisioning AD/Email accounts in Vectrus instances in AD/Azure AD/ O365 Exchange.
- Manage and assist Office365 migration for On-Prem users to Office 365.
- Troubleshoot and resolve end user issues related in O365 suites and MFA authentication & Microsoft Intune.
- Supports/maintain/trouble shoot issues with the Vectrus endpoints - Windows 10, Microsoft Office 365, OneDrive, Skype for Business, Microsoft Teams and Vectrus' ERP application.
- Act as in-person and remote troubleshooting using Bomgar Remote access and escalates support issues as needed.
- Maximo New a/c creation and a/c administration.
- Support Network Security Team to monitor security platforms & various other projects (SecureWorks-Taegis)
- Migrating users from Skype for Business to Microsoft Teams
- Assigning and removing US numbers to users in Teams.
- Maintains Vectrus Web Help Desk application to track the actions of issues/request in tickets.
- Troubleshooting and resolving issues with email flow and mailbox management in Exchange server and escalates support issues if necessary.
- Manage end user accounts, permissions, access rights, and storage allocations in accordance with company IT policies
- Manage account provisioning/onboarding process, ensuring proper access is granted for all new associates and new hire onboarding support.
- Provide support to various IT projects.
- Perform all aspects of user administration, including setting up new users, making changes to existing users, disabling user accounts, execute termination of employment from IT perspective and user induction sessions.

Professional Certification

- ❖ **Google IT Support Professional Certificate**- Google, Coursera in 2020
 - **Technical Support Fundamentals**
 - **The Bits and Bytes of Computer Networking**
 - **Operating System and You: Becoming a Power User**
 - **System Administration and IT Infrastructure Services**
 - **IT Security: Defense against the Digital Dark Arts**
- ❖ **Google IT Automation with Python(Professional Certificate)**- Google, Coursera in 2020
 - **Crash Course on Python.**
 - **Using Python to Interact with the Operating System.**
 - **Introduction to Git and GitHub.**
 - **Troubleshooting and Debugging Techniques.**
 - **Configuration Management and The Cloud.**
 - **Automating Real-World Tasks with Python.**
- ❖ **Microsoft Certified Azure Fundamentals** – Microsoft, 2020
- ❖ **Microsoft Certified Azure Administrator Associate** – Microsoft, 2021
- ❖ **Microsoft Certified Azure AI Fundamentals** - Microsoft, 2021
- ❖ **Microsoft Certified Azure Data Fundamentals**- Microsoft, 2021
- ❖ **AWS Fundamentals(specialization)**- Amazon Web Services, Coursera in 2021

Education

Bachelor of Technology: Electrical Engineering – 2020
MAKAUT University, Kolkata

Diploma: Electrical Engineering – 2017
WBSCTE, Kolkata

Higher Secondary: Pure Science
Kanchrapara High School, Kanchrapara

Madhyamik: General
Halisahar High School, Halisahar

Personal Details

Father's Name : Shyamal Kumar Saha.

Mother's Name : Mithu Saha.

Address : Bizpur Workshop Road, Halisahar, West Bengal

Date of Birth : 10 May 1996

Language Known : English, Bengali, Hindi.

Hobbies : Reading, Traveling.

Passport No. : T8391492

Gender : Male.

I hereby declare that all the information provided above is true to the best my knowledge.

Debasis Saha

West Bengal, India