



## ANUPAM DEY

CLOUD SUPPORT ENGINEER

### PROFILE

Microsoft Azure Fundamentals and ITIL V4 Foundation Certified professional having over 13+ years of experience including Cloud Support in APM & APIM, Application Support/Operations and Monitoring, Service Desk Management, Incident management, Customer Relationship Management, Remote Desktop Tier 2 Team Management, IT Operations & Technical Support (L1/L2), SDLC, Service Delivery Report/MIS. Also, having good knowledge of Google Cloud Platform (GCP) and AWS services.

### CONTACT:

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### PERSONAL DETAILS:

Date of Birth : 08th Nov'1985  
Nationality : Indian  
Marital Status : Married  
Current City : Gurugram, India

### EDUCATION:

#### **BACHELOR OF ARTS**

Manav Bharti University, Solan (HP) India  
August 2013

#### **12<sup>TH</sup> (SCIENCE)**

Marwari College, Ranchi (JH) India  
March 2005

### OBJECTIVE:

To work in an organization with maximum potential in a challenging and dynamic environment, facilitating my contribution through thoughts and action to the company's vision and thus achieve self-development by playing a significant role in building the organization.

### Summary:

- To be an asset to the organization I serve.
- A quick learner with 'Can do' attitude.
- Honest and trustworthy.

### PROFESSIONAL SKILLS:

- More than 13 years of overall experience;
  - 4 years of Application Performance and Monitoring.
  - 3 years of APIM and Cloud Support.
- ITIL V4 Foundation Certified
- Microsoft Azure Fundamentals (AZ-900) Certified
- Strong Experience in below skills;
  - Grafana
  - Splunk
  - ELK (Elasticsearch, Logstash, and Kibana)
  - Dynatrace
  - Kubernetes Dashboard
  - Cloud services (AWS & Azure)
- Experience with various Cloud technologies and platforms (AWS, Azure).
- Experience working with AWS API Gateway, S3, CloudWatch, AWS Batch, EC2, etc.
- Understanding of software architecture and API design.
- Good Knowledge on DevOps Process and delivery dashboards with analysis.
- Knowledge of IT service management concepts (ITIL).
- Experience of User Interface, Client server Environment, Linux, Unix, Windows, Database and Middleware.
- Flexible and adaptable approach to a range of different tasks.
- Able to organize and priorities own work, whilst meeting agreed deadlines.

### ACHIEVEMENTS & CERTIFICATIONS:

- Medals & Badges received in Nagarro:
  - Medal of Achiever
  - Badges for Azure, Cloud Fundamentals, SharePoint & Microsoft Teams

S.No	Certification Name	Issued Date	Credential ID
1.	Microsoft Azure Fundamentals (AZ-900) (Microsoft)	Issued Dec 2021	I078-4342
2.	Essential Cloud Infrastructure: Foundation (Coursera)	Issued Oct 2019	ELPU8K2SZPSW
3.	Google Cloud Platform Fundamentals: Core Infrastructure (Coursera)	Issued Oct 2019	NJMU28BNY9ZS
4.	Elastic Cloud Infrastructure: Containers and Services (Coursera)	Issued Nov 2019	SC62UK75FN2K
5.	Elastic Cloud Infrastructure: Scaling and Automation (Coursera)	Issued Nov 2019	YAY5RF29WBCS
6.	Essential Cloud Infrastructure: Core Services (Coursera)	Issued Nov 2019	YLCJ87U84PMG
7.	ITIL V4 Foundation (Peoplecert)	Issued Feb 2016	

### Current Organization

**Nagarro Software Pvt. Ltd,  
Gurugram**

Duration: 19<sup>th</sup> Oct 2015 to Present

Designation: Associate Staff  
Engineer

### Current Project roles & responsibilities:

**Role:** Cloud Support Engineer for APIM & APM

#### **Technologies:**

*Cloud Environment:* Azure & AWS

*Ticketing System:* Jira & SC3

*Monitoring:* CloudWatch, CloudTrail, Azure Monitor, Nagios, Grafana, OpenShift, Dynatrace

*Logging and Dashboards:* Splunk, Kibana, Azure Log Analytics

*Centralized repositories:* Confluence, Docspace, SharePoint, Bitbucket

#### **Responsibilities:**

- Involved in monitoring various cloud-based Applications/API Gateway activities using ELK, Dynatrace and Splunk.
- Setup monitoring and alerts metrics (CPU, Response time, Instance health, request rate, failure rate, availability/uptime) for real-time reporting solutions.
- Focus on improving Application and Gateway performance and further automating SDLC; continuous delivery / continuous deployment pipelines.
- Assist to configure and manage cloud infrastructure environment and/or applications dashboards for performance monitoring.
- Manage incidents with a focus on service restoration to ensure SLAs are being met.
- Email notification setup of application and gateway health based on set threshold.
- Mentor and regularly engage team members to drive performance and enhance delivery capabilities.
- Investigate and respond to applications and data issues while minimizing the impact on customer service.
- Follow processes and procedures to escalate issues as required in a 24/7 support environment.
- Perform Root Cause analysis of critical issues to prevent future occurrences. Document processes and conduct training for L1/L2 teams as needed.
- Monitor and analyze logs and errors related to application and gateway. Troubleshoot and resolve in partnership with the infrastructure team.

### Previous Project roles & responsibilities:

**Role:** L2 – Application Performance Monitoring

#### **Technologies:**

*Platform:* Windows, Unix, and Linux environments/servers

*Ticketing System tool:* Jira, TrackSpace

*Monitoring tools:* Nagios, Grafana, OpenShift, CA APM.

*Centralized repositories:* Docspace, SharePoint

#### **Responsibilities**

- Project involved in Application and Server performance monitoring.
- Monitor, analyze, identify, document, and resolve production issues or requests, to ensure SLAs, other quality metrics, are being met.
- Establish a set of measures to continually monitor and improve the performance of the Application Operations Service.
- Collaborate with other departments for application performance improvements with respect to data from dashboards and monitoring tools.
- Identifying and reporting triggers, warnings & alerts.
- When data differences are discovered, work with platform teams to ensure that the data is remediated but more importantly, investigate and determine the root cause.
- Assist in other System Development Life Cycle (SDLC) activities.
- Provide guidance and mentorship for junior level support staff

### Previous Organizations:

#### **HCL Technologies, Noida**

Duration: 29<sup>th</sup> Sept 2014 - 17<sup>th</sup> Oct 2015

Designation: Specialist L2  
Technologies:

#### **Technologies:**

RDP, RDBMS, VMware.

#### **Responsibilities**

- Worked on ITSM ticketing tools and managed the team as Shift Lead
- Ensure resource and skill levels are maintained throughout operational hours by managing shift staffing schedules and roster.
- Manage the performance of services provided to users, ensure that service levels agreements are achieved, and that users' expectations are met or exceeded.
- Ultimate responsibility for ownership of all users' incidents or logged service requests.
- Track the incidents to conclusion in line with SLAs and quality standards.
- Manage critical users' incidents, associated to users' communication, activities and any appropriate escalations.
- Provide information about incidents analysis and KPIs.
- Build service relationship with users and conduct service reviews for key users.
- Review performance reports, service improvements, service quality and processes.
- Provide day-end incident and performance reports.

#### **Dell International Services, Gurugram**

Duration: 4<sup>th</sup> Aug 2008 - 27<sup>th</sup> Sep 2014

#### **1. Role: Client Technical Support Sr. Associate (voice):**

*Technologies & Ticketing tool* - Oracle's Siebel CRM, Citrix GoToAssist, Remote Desktop Protocol.

#### **Responsibilities**

End user Technical Support for issues like no boot and windows login, drivers related, Windows update failure, Virus & Spyware, Internet connectivity and networking issues, MS Office applications issues including MS Outlook, printer related issues.

#### **2. Role: Subject Matter Expert (Resolution Expert) (Voice):**

#### **Responsibilities**

Enhancing (CSAT) scores of teams, ownership and follow till issue resolution, MIS reporting, train & mentor new joiners on SOPs, interact with clients to ensure better CSAT experience.

#### **3. Role: Incident/Ticket audit Management (Non-voice):**

#### **Responsibilities**

RCA and ticket compliance check, handling escalations to ensure SLAs are met, generate statistical reports by case audit and prepare action plan for CSI.

### **STRENGTHS:**

- Positive/can do attitude.
- Precision, reliability, dynamism, and flexibility.
- Excellent interpersonal, communication, analytical and customer service skills.
- Excellent problem-solving skills with root cause analysis approach.
- Patient and organized approach.
- Open to challenges for learning and team working.
- Customer – centric approach
- Ability to promote a team-friendly environment