DESAI HEMA SAI

desaihemasai96@gmail.com

https://www.linkedin.com/in/hema-desai96/

+1-6823743853

TECHNICAL SKILLS

Cloud Technologies	Azure, GCP, AWS
CI/CD Tools	Jenkins, Azure Devops
Version Control Tools	Git, GitHub, Azure Repos
Monitoring Tools	Azure Monitor, SCOM, App Dynamics, Cloud watch
Operating Systems	Windows, RHEL, CentOS, Ubuntu
Networking	DNS, DHCP, SMTP, HTTP
Scripting Languages	Python, Shell
Virtualization Tools	VMware
Ticketing Tools	ServiceNow
Containerization and Orchestration Tools	Docker, Kubernetes
Machine Learning	NumPy, Pandas, scikit-learn, matplotlib, seaborn

PROFESSIONAL EXPERIENCE

Client: Accenture Solutions Pvt Ltd

Role: Senior Azure Engineer   **March 2022 – August 2022**

- Extensively worked in the creation of **computer engines** and with the compute engine activities like **Resizing, troubleshooting** and **snapshot schedules**.
- Executed the design, implementation, and maintenance of robust **CI/CD** pipelines across diverse projects, ensuring efficient and reliable software delivery.
- Proactively utilized Azure monitoring tools **Log Analytics, Azure Monitor, App Dynamics** for optimizing the build performance and duration, implementing improvements for increased efficiency.
- Proficient in deploying and managing workloads on Azure VMs, including **image implementation, disk management, and snapshot creation.**
- Utilized **Ansible** for automating infrastructure provisioning and configuration tasks, streamlining deployment processes, and minimizing manual interventions.
- Orchestrated containerized applications using **Kubernetes and Azure Kubernetes Service (AKS)**, optimizing resource utilization, and ensuring scalability based on demand.
- Involved in designing of the **network architecture and security** for the environment.
- Monitored release progress, promptly addressing any issues during deployment to maintain a smooth release process.
- Established alerting systems and notifications to proactively identify and address issues, minimizing potential downtime and disruptions.
- Collaborated closely with security teams to address identified **vulnerabilities**, implementing **remediation** strategies to enhance system security.
- Ensured **compliance** with security policies and standards in infrastructure configurations, contributing to a secure and resilient operational environment.
- Documented incident details, causes, and resolutions meticulously, facilitating post-incident analysis and continuous improvement efforts.
- Implemented cloud-native solutions to enhance scalability and performance, leveraging cloud services for optimal infrastructure management.

Client: Wipro Technologies

Role: Cloud Administrator   **October 2018 – December 2021**

- Skilled in designing and automating infrastructure deployments on major cloud platforms, such as **Azure, GCP** and **AWS**.
- Experience in working with the Azure PaaS services like **Kubernetes Engine (AKS), key vaults, webapps, SQL DB, Redis Cache, Function apps, Automation accounts.**
- Experience in dealing with Windows Azure IaaS - **Virtual Networks, Storage Accounts, VNETs NSG's, Subnets, Disks, Backups, VM Resizing, Virtual Machines, Cloud Services, Resource Groups, Express Route, VPN, Load Balancing, Application Gateways, Auto-Scaling** using the Microsoft portal, ARM Templates as well as with **Terraform**.
- Deployment of Application gateway with the implementation of **WAF**.

- Strong experience in System Administration, Installation, Upgrading Patches, Configuration, Troubleshooting, Security, Backup, Disaster Recovery, Performance Monitoring and Fine-tuning on **Windows**, **Red Hat Linux, CentOS, SUSE, and Ubuntu operating systems.**
- Designed Network Security Groups (**NSGs**) to control inbound and outbound access to network interfaces (**NICs**), VMs and **subnets**.
- Designed and configured Azure Virtual Networks (**VNets**), subnets, Azure network settings, **DHCP** address blocks, **DNS** settings, security policies and routing.
- Creating Storage Pool and Stripping of Disk for Azure Virtual Machines. **Backup**, **Configure** and **Restore** Azure Virtual Machine using Azure Backup.
- Sound knowledge on dealing with the Role Bases Access Control **RBAC** (default and custom IAM roles) and User creation and application registering in **Azure Active directory** as per the requirement.
- Assist with the design and development of a multi-account, multi-region, highly available and highly automated Azure environment to support full software development life cycle and production of mission-critical applications.
- Expertise in **load balancer creation, backend pools, load balancing rules,** and troubleshooting for seamless load distribution and resolving issues.
- Practical experience in creating, editing, and exempting **policies** at the **tenant level**, ensuring effective **policy management** and customization.
- Experience in creating **automation accounts** in Azure and developing **Python scripts** to meet client requirements, enabling efficient automation.
- Migrating the **on-prem** Hyper-V servers to azures using **Azure Migrate** and fission Backup.
- Good Hand on knowledge on the with the **GCP** services like **Compute engine, Instance Groups, cloud storage, Load balancing, snapshot schedules**.
- Experience in in using the **docker**, **docker registry** and integrating the same with **Kubernetes**. Working and supporting on the creation **pods**, **scaling**, **services** in Kubernetes.
- Strong experience of Amazon Web Services including **Identity and Access Management (IAM) , S3, Glacier, CloudFront, EC2, ELB, Auto Scaling Group, VPC(subnet, IGW, Routing Table, NAT, VPC Peering and VPN), RDS, Dynamo DB, Cloud Watch.**
- Utilized **Cloud Watch** to monitor resources like **EC2, CPU memory, Amazon RDS DB services, EBS volumes** to set alarms for notification or automated actions to monitor logs for better understanding of the operations.
- Proven skills in building playbooks for **Ansible** application deployment and maintaining role-based access control using **Ansible Tower** to manage web apps, environments configuration files, users, and packages.
- Experience utilizing SCM technologies like **GIT** (GitHub and GitLab) to branch, merge, tag, develop, handle Pre-commit, post-commit, preserve the version across environments, and allow parallel development.
- Having a strong grasp of **Azure DevOps** concepts, including Boards, source code management (**Repos**), build **pipelines**, release pipelines, continuous integration, continuous deployment, **Artifacts**, and agile project management, enables effective collaboration, automation, and delivery of software projects within the Azure ecosystem.
- To mitigate the risk of server attacks, conducting **Vulnerability and Risk Analysis** (VARA), evaluating, and assessing potential vulnerabilities and risks associated with servers to implement appropriate security measures as per the **CIS Benchmark** policies and minimize the likelihood of attacks.
- Installation and configuration of security components like **SCCM**, **McAfee**, **Crowd strike, Qualys** agent and performing troubleshooting to make it complaint.
- Reviewing the architecture and making sure it is following all the security policies like 3 tier architecture, how the traffic is flowing to be vulnerable free.

ACHIEVEMENTS
- Received BEST OUTGOING STUDENT award for the Academic Year (2016 – 2018)
- Received Best Employee award (HULK AWARD) for three successive quarters.
- Received Many accolades in National fests conducted by different universities and colleges in Paper Presentations, Poster Presentations, Project expo and other events.

ACADEMIC PROJECTS
- Developed Comprehensive Academic Program Management Website – Skillify
- Mango Leaf Classification – Machine Learning Model for Detecting early disease in mango orchids.
- Diabetes Classification using K- Nearest Neighborhood Algorithm
- Constructed Database model for transport system - BMTC Connect for Efficient Transit

EDUCATION
University of Texas at Arlington   MS in Computer Science   **August 2022 – July 2024**