



Tummupudi Jagadeesh

Cloud Infrastructure Engineer

My Contact

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📍 Vijayawada, Andra Pradesh, India

Technical Skill

- **Cloud Platforms:** Microsoft Azure, AWS
- **Deployment Tools:** Azure DevOps Tool, Docker and Containers
- Knowledge of Agile Concepts, ITIL Concepts.
- Good Knowledge of Computer Networking i.e., OSI layers, HTTP, DNS, TCP/IP, DHCP, Routers, Gateways, Subnets, etc.
- **Office Package:** Microsoft Word, PowerPoint, Excel, PowerBI Desktop and One-Note
- **Microsoft Tools:** Dynamics for Microsoft (DFM), Microsoft Visual Studio, Jarvis Portal, Power Automation, CMAT, WACAP Tool.

Education Background

- Bachelor of Technology in Electrical and Electronics Engineering, From Prasad V Potluri Siddhartha Institute of Technology with an aggregate of 6.41 CGPA.
- Intermediate at Narayana junior college, with an aggregate of 931 Marks.
- SSC from Gowtham English medium High school with an aggregate of 8.8 CGPA.

About Me

Demonstrated expertise in IT Infrastructure related to Cloud Technical and Management delivery of business initiatives and outcomes, providing expedient services and solutions to enterprise customers.

Professional Experience

Azure Customer Capacity Experience Operations

LTIMINDTREE

October 2021 – Present

Key responsibilities: Cloud Administrator Engineer

- Utilized and maintained Backend Ticket tracking software tools such as Visual Studio code and Azure DevOps Templates.
- Managed the backend Microsoft Global Capacity operations related to capacity planning, scaling, and ensuring the provision of various Azure Services, such as Azure Virtual Machines, Batch, Machine Learning, Azure Storage, HDInsight, COSMOS DB, Azure SQL Database, and more services etc to all the Microsoft worldwide customers in both Public and Private Clouds.
- Handled critical incidents and escalation threads with strong problem-solving skills, mitigating impact and reducing time to restore while keeping external and internal customers abreast of status, including executive leadership teams.
- Have experience in creating and deploying the resources/instances.
- Ensuring the client metrics like response and resolution times are properly met within the timeline while processing the Backend operation requests.
- Collaborated with Microsoft Program Managers, Product Group, internal Microsoft CSS Team, GetHelp and Microsoft Business Unit (MSBU) team in processing Customers Capacity requests from start to end and to provide capacity recommendations and guidance for Azure Services based on the Capacity availability.
- Providing Tier 1 and 2 assistances to internal Microsoft CSS and Product Team in handling their Critical Service requests and Escalation threads.
- Analyzing the capacity trends and forecasts of Azure Services using the PowerBI dashboards.
- Handled the automation scripts while running the Backend operations.

Certificates:

- Certification on "Azure -900 Fundamentals" from Microsoft Azure.
- Certification on "Introduction to Azure DevOps", "Build and Deploy pipelines with Microsoft Azure" and "Introduction to Azure Resource Manager" from Cloud Guru Platform.
- Certification on "Google Cloud Terraform Fundamentals" from Coursera.

Achievements:

- Received multiple feedback appreciations from Microsoft Account Team, CSS and MSBU Teams for outstanding and constant service delivery.