

TUMMAPUDI JAGADEESH

#32-10-6/9A, Moghalraipuram, Vijayawada-10, Andhra Pradesh.

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Professional summary:

- Demonstrated expertise in IT Infrastructure related to Technical and Management delivery of business initiatives and outcomes, providing expedient services and solutions to enterprise customers.
- Achieving professional excellence, helping with team cohesiveness and exceed expectations via individual performance, ensuring contract renewal and growth of the organization.

Experience summary:

LTIMINDTREE. Pvt. Ltd

October 2021 – Present

Project Name: Azure Customer Capacity Experience Operations.

Project Role: Cloud and Infrastructure 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 resolving provisioning issues of Kubernetes and VNET peering.
- 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 and GetHelp 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 Power BI dashboards.
- Handled the automation scripts while running the Backend operations.

Technical Skills:

- **Cloud platforms:** Microsoft Azure.
- **Web Technologies:** HTML, CSS.
- **Office Package:** Microsoft Word, PowerPoint, Excel, PowerBI Desktop and One-Note
- **Microsoft Tools:** Dynamics for Microsoft (DFM), Azure Devops Tool, Microsoft Visual Studio, Power Automation, CMAT.
- Knowledge of Microsoft Products like Agile Concepts, O365 Products, Basic ITIL Concepts.
- Good Knowledge of Computer Networking i.e., OSI layers, HTTP, DNS, TCP/IP, DHCP, Routers, Gateways, Subnets, etc.

Achievements:

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

Certification Courses:

- Certification on “Azure -900 Fundamentals” from Microsoft Azure.
- Certification on “Business Development Trainee Program” from BYJU’s The Learning application.
- 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.

Strengths:

- Flexible in any environment.
- Self-motivating, good at understanding the concepts and team player.

Education Summary:

- 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.

Declaration:

I, Jagadeesh, do hereby confirm that the information given above is true to the best of my knowledge.

Date:

Signature

Place: Vijayawada.

(JAGADEESH TUMMAPUDI)