Vijaykarthick Yuvaraj

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PROFESSIONAL SUMMARY

Cloud & Infra Engineer **total 4years of experience** with **over 2 years of international exposure**, specializing in Azure services and infrastructure automation. Promoted twice within two years for exceptional performance and leadership in driving project success. With given expertise **seeking roles like Cloud Solutions Architect, DevOps Engineer, Azure Specialist or Azure Support Engineer.**

EXPERIENCE

LTIMindtree   **2023 – Present**
Cloud And Infra Engineer   Krakow, Poland
Project: Azure Developer-Developer
Roles: PaaS Developer Support Engineer & Technical Advisor
Service Handled: APIManagement, ARM (Azure Resource Manager), Terraform, Azure Policy, Azure Lighthouse, Azure Cloud Services, Azure Batch, Azure Resource Graph, Azure Management Group, RBAC (Role Based Access Control).

- **Promoted to Technical Advisor within 8 months** due to strong performance and organizational impact.
- Led a team of 30 engineers, achieving a Customer Satisfaction Score (CPE/CSAT) of 4.9 out of 5 through exceptional customer delivery experiences.
- Played a pivotal role in guiding and supporting a team of engineers, assisting customers in navigating complex architectural challenges and **solved 300 + service requests.**
- Created **internal knowledge base (KT) on common Azure troubleshooting techniques**, empowering junior engineers to resolve 5+ customer issues daily and improving team efficiency by 20%.
- Focused on upskilling team members and delivering successful project outcomes.
- **Engaged with clients/Customers over Global** to develop customized Azure policies, enhancing compliance and operational efficiency fitting to requirements.
- **Resolved customer complaints within SLA deadlines**, ensuring high satisfaction rate in customer service and adherence to service agreements.
- **Expert in Azure diagnostic tools**, specializing in performance troubleshooting, architectural assessments, advisory services, and bug fixing.

LTIMindtree   **2021 – 2023**
Cloud and Infra Junior Engineer   Pune, India
Project: Azure Service Bus
Roles: PaaS Developer Support Engineer & Technical Advisor
Service Handled: Service Bus, Event Hub, Event Grid, Notification Hub, Azure AI Search, Azure Relay.

- Due to strong performance and a strategic approach**, promoted to Technical Advisor within 12 months**, resulting in a significant increase in team efficiency.

- **Spearheaded a team of 30 engineers** in PaaS Developer Support attaining a Customer Satisfaction Score (CPE/CSAT) of **4.9 out of 5** through delivering exceptional customer experiences.
- Guided support during Azure service disruptions, helping customers restore services and mitigate the impact of outages, assisting customer with configurations and performance troubleshooting.

EDUCATION

Bachelor of Engineering   **2015-2019**
Electronics and Communication Engineering (ECE)   Chennai, TamilNadu
Sri SaiRam Institute of Technology.
First Class

SSLC   **2015**
Maths-Biology
Sri Vijay Vidyalaya Matric Higher Secondary(B) School
90.92%

OTHER

- **Technical Skills**:
    - **Cloud Services:** Azure Service Bus, Event Hub, Event Grid, Notification Hub, Azure AI Search, Azure Relay, APIManagement, Azure Lighthouse, Azure Batch, Azure Resource Graph, Data Fundamentals and Data Models.
    - **Infrastructure as Code:** ARM, Bicep, Terraform
    - **Networking & Virtual Machines:** Azure VM and Networking
    - **Tools:** Azure CLI, PowerShell, Dev Tools
    - **Basics of Programming Languages:** C, Embedded C, 8051, ARM, Linux Internals, TCP/IP, Socket Programming, RT Linux (RTOS), IoT, C++, JAVA, PYTHON

- **Certifications & Training:**
    - **Azure Fundamentals** - AZ900
    - **Data Fundamentals** – DP900
    - **L100 Certifications** in Service Bus, Event Hub, Notification Hub, AI Search, APIM, Cloud Services, Azure Batch, ARM (Cloud Academy)
    - **L200 Certifications** in Service Bus, Event Hub, AI Search, ARM (Cloud Academy)
    - Advanced Course **in Embedded Systems** (VECTOR INDIA PVT. LTD.)
    - Currently pursuing Azure AI Fundamentals, Azure Administrator Associate

- **Languages**:
    - English (expert)
    - Japanese (Beginner)