Pradyumn Kumar Singh

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utm_source=share&utm_campaign=share_via&utm_content=profile&utm_medium=android_app

OBJECTIVE

Results-driven IT professional with 3 years of experience in IT and Azure Cloud services. Seeking to leverage expertise in cloud infrastructure, deployment, and management to contribute to innovative cloud solutions and drive operational efficiency within a dynamic organization. Passionate about continuous learning and staying updated with emerging technologies to deliver high-quality solutions.

EXPERIENCE

September 2022 - Till date

- **Cloud Engineer, Gurgaon**
  Teleperformance
  Summary:
  Currently working as a cloud engineer at Teleperformance, Where I am responsible for managing and maintaining cloud infrastructure. I utilize my skills in Microsoft Azure, Linux, Git, Terraform, Amazon AWS to design, deploy, and optimize cloud-based solutions.

  - Technologies and tools: Worked on Gitlab, VPC, VPN, VNET, Key Vault, WAF, Log Analytics, Cognitive Service, Azure Networking, EKS, IAM, EC2 Compute, ECS, lambda function, S3, Beanstalk, Terraform, Key Vault and Secret Manager.
  - Handled the vault's management, secret storage, and user access (applications).
  - Continuous Integration and Deployment: Implement CI/CD pipeline using Git and terraform for automated builds and deployment.
  - Infrastructure as code: Utilize Terraform to define and provision cloud resources, ensuring consistent and reproducible infrastructure.
  - Responsible for managing, deploying, and maintaining Applications in the infrastructure using sysops methodology.
  - Reduced costs by eliminating unnecessary servers and Resources.
  - Monitoring and optimization: Implement monitoring and logging solutions to proactively identify and resolve issues and optimize cloud resources for cost efficiency.
  - Worked on ticketing tools(Service Now and Service Desk), networking monitoring systems, and IT infrastructure
  - Worked on several monitoring tool(Cloud Trail, Network Watcher, Cloud Watch, Flowlog) with strong troubleshooting skill.
  - Hands on experience with MS Intune, Azure Active Directory, and MS RMS.

January-2022 - September-2022

- **Desktop Support Engineer, Gurgaon**
  Teleperformance
  Summary:
  Detail-oriented Desktop Support Engineer with 9 months of hands-on experience in networking, operating systems, and protocols. Adept at troubleshooting, providing technical support, and ensuring smooth IT operations. Seeking to leverage technical skills and experience in a challenging role to contribute to the efficiency and reliability of IT systems

  - Provided technical support for 4500+ users, resolving issues related to hardware, software, and network connectivity.
  - Installed, configured, and maintained operating systems including Windows 10, macOS, and Linux.
  - Managed and troubleshooted network devices (routers, switches, and firewalls) to ensure stable and secure network performance.
  - Performed routine maintenance, including software updates and backups, to prevent downtime and data loss.
  - Provided support for remote users through VPN configuration and remote desktop services.

SKILLS

- Communication Skills, Adaptability, Fast Learner, Leadership and Teamwork, Infrastructure Management, Troubleshooting, Performance monitoring, change management processes, Communication and Team Collaboration, Relationship Building.
- Scripting & Automation through PowerShell, Azure CLI, ARM Templates, Terraform.
- Operating Systems: Windows Server, Linux (Ubuntu, CentOS)
- Networking: VNet, NSG, Load Balancers, VPN Gateway, ExpressRoute. Database: Azure SQL Database, Cosmos DB.
- CI/CD: Azure DevOps, Jenkins.
- Version Control: Git, GitHub, Azure Repos
- Monitoring & Logging: Azure Monitor, Log Analytics, Application Insights, Cloud Watch, Cloud Trail.
- Security & Compliance: Azure Security Center, Key Vault, Identity and Access Management (IAM), Azure Policy, Service Manager.

EDUCATION

2016-2019
- **S.R.L. Degree College affiliated to Prof. Rajendra Singh (Rajju Bhaiya) University**
  Bechalor of Science

October 2019-
January 2022
- **Jetking Institute, Prayagraj**
  Diploma in Networking

CERTIFICATION

- Microsoft Certified: Azure Solutions Architect Expert March 2024 — March 2025 Certification number: 56T53D-BBA419
- Microsoft Certified: Azure Administrator Associate July 2023 — July 2025 Certification number: F9DA4F-A18E85
- Microsoft Certified: Identity and Access Administrator Associate July 2023 — July 2025 Certification number: D49D0D-DF91AB.
- Microsoft Certified: Azure Fundamentals November 2022 Certification number: 0E4552-EU14EC.

ACHIEVEMENTS & AWARDS

- Awarded the title "Best Performance award in 6 quarter from 2022 to 2024.

LANGUAGES

- Hindi
- English

PERSONAL DETAILS

- Date of Birth   : 15/11/1999
- Marital Status : Unmarried
- Nationality   : Indian
- Gender   : Male