

Jayaprakash S

Cloud Support Engineer

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Profile

As a Cloud support Engineer at Birlasoft with two years of experience, I focus on supporting and troubleshooting Azure cloud infrastructure and security issues. I assist clients by providing technical solutions, helping them optimize their Azure environment, and ensuring their cloud operations run smoothly and securely.

Professional Experience

Analyst, Birlasoft, Coimbatore, Tamil Nadu August 2022 – Present

- Experienced cloud analyst with a strong focus on Azure and AWS platforms.
- Proficient in deploying and managing virtual machines, VNets, and security rules, as well as monitoring resources.
- Skilled in performance optimization initiatives, with a track record of identifying and implementing efficiency improvements.
- Played a pivotal role in cost optimization and security enhancement projects.
- Demonstrating expertise in cloud infrastructure as per the Business requirement.
- Leveraging Terraform for automated provisioning, and orchestrating repetitive tasks using Azure Logic Apps, to streamline Azure infrastructure management.
- Well versed in managing SLA tickets across various priority levels (P1, P2, P3, P4), ensuring timely and effective resolution.

Education

Diploma in Electronics and Communication Engineering September 2020 - July 2022,
Government Polytechnic College at Coimbatore

Key Skills

Cloud Platforms: Microsoft Azure, AWS

DevOps Tools: Ansible, Terraform

Operating Systems: Windows Server, Linux

Scripting: PowerShell, Bash

Ticketing tools: Service Now

Certifications

- AZ-900
- AZ-104
- MS-900