Vivek Kumar Verma (Cloud Support Engineer)

☞ E-Mail : vivekverma6570@gmail.com

☞ Contact: 7355546570

☞ To tread on the path of success, with an innovative approach towards work and proving to be an asset to the organization of high repute.

Professional Preface

☞ Overall two years of experience in IT industry.

☞ A dynamic individual with highly motivated & positive attitude towards life.

☞ Experienced Microsoft Support Engineer specializing in Azure Virtual Machines. Proven track record in diagnosing and resolving complex issues related to Azure VMs.

☞ A proactive learner with a flair for adopting emerging trends & addressing industry requirements to achieve organizational objectives & profitability norms.

☞ Possess exceptional team spirit thereby helping in easy achievement of organizational & personal goals.

☞ An effective communicator with excellent relationship building & interpersonal skills.

Organizational Experience

Company: **HCL TECHNOLOGIES LIMITED**

Duration: **30th of January, 2023 till date**

Designation: **Analyst**

- Provided expert support for Azure VM deployments, configurations and troubleshooting.

- Collaborated closely with customers and internal teams to optimize Azure VM configurations and performance.

- Diagnosed and resolved technical issues specific to Azure Virtual Machines, ensuring seamless operations for clients.

- Conducted performance analysis and implemented optimizations for Azure VM environments Skills Microsoft Azure VMs.

- Developed and maintained troubleshooting documentation for common VM-related issues.

- Provided the root cause analysis to client for VM reboot, unplanned activity.

- VM scaling and Load Balancing.

- Azure Resource Manager (ARM) Templates.

- PowerShell Scripting for VM Automation.

- Performance Monitoring and Optimization.

- Incident Response and troubleshooting.

- Implementing Virtual Network-to-Virtual Network connectivity via peering.

- Worked on Configuring and managing Azure AD connect, Microsoft Azure Active Directory.

- Basic knowledge of Active Directory, Hands on User creation, Group Creation, Resetting User's credentials on domain providing Remote support to other location.

- Managing MFA and managing AD.

Company: **Byju's Think and Learn Pvt Ltd**

Duration: **10-Nov-2020 to 04-Aug-2021**

Designation: **Business Development Associate**

- Handling customer portals for Byju's online classes.
- Maintaining the registry of students enrolled with Byju's online classes, updating the status of completion of Byju's online course for students enrolled in different programs, setting up auto-mailers and SMS for students enrolled through EMI.

Key Achievements

☆ Multiple appreciation mails from the customer for fixing their issues in production down scenarios.

☆ Appreciated as being flexible and taking work beyond capacity.

Certifications

☆ **Azure 104, Azure 900**
☆ Language: Java (Basics)

Academic Details

Course	University/Board	Year of passing	Percentage
B Tech	Rajkiya Engineering College(AKTU,Lucknow)	2020	70.0%
12th	Modern Academy, Lucknow (CISCE Board)	2015	85.3%
10th	Modern Academy, Lucknow (CISCE Board)	2013	79.8%

Personal Details

Father`s Name	: Mr. Vinay Verma
Marital Status	: Unmarried
Date of Birth	: 03-06-1998
Address	: Vrindavan Yojna, Lucknow

Declaration:

I, Vivek Kumar Verma hereby declare that the above mentioned is correct and best of my knowledge. I shall bear responsibility for the corrections of the mentioned particulars.

Date: 01/12/2022

Place: Lucknow
(Signature)

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