

PROFESSIONAL SUMMARY

- Having 3+Yrs of professional experience in IT Industry with various phases of Documentation, Design and development.
- Having good hands-on experience in Linux commands, KQL, Azure Monitor, Azure CLI, Iac.
- Having good experience in Azure support Domain and handling customers.
- Active member of Project support and development.
- Analyzing, Designing and Developing client requirements and processes.
- Experience in supporting various applications, identifying, and fixing the issues, query enhancements and automation of jobs.
- High quality of adaptability to changes and respond to new domain/technology demands at work.
- Able to work in enhancement, maintenance, and production support projects.
- Strong skills in researching, answering technical questions and debugging skills, Knowledge of Azure monitor System and programming languages.

EDUCATIONAL QUALIFICATION

B. Tech in Electrical and Electronics Engineering, From JNTU Hyderabad, 2021.

PROFESSIONAL EXPERIENCE

1. Senior Systems Engineer in Infosys Limited from Jan 2022 to till date.

TECHNICAL SKILLS

- Azure Monitor
- Azure CLI
- Log Analytics
- Azure Automation
- Azure arc
- Update Manager
- Shell scripting-Linux and Unix commands
- KQL
- Powershell

PROJECT – I

Project Name	:	LIVEPERSON.
Tools	:	Zabbix, Grafana, kibana, ServiceNow, Putty
Platform	:	Conversational Cloud
Role	:	NOC Engineer

DESCRIPTION:

LivePerson is a global technology company that develops conversational commerce and AI software. Built for enterprise scale and security, LivePerson's Conversational Cloud platform has helped some of the most beloved global brands digitally transform. From banking and insurance to telecom and travel, complexity and compliance is its specialty.

ROLES AND RESPONSIBILITIES:

- Working as a team member in the project.
- Worked on the monitoring of major and critical production alerts and e2e based applications.
- Have good knowledge on the on-premises servers and their services.
- Coordinator for understanding the Requirements and the Business Applications with Client team as a part of requirement analysis phase.
- Impact Successfully raised many high/medium/low severity incidents within the prescribed time and assigned to the relevant teams.
- Prepared list of dependencies which need to be changed. This list helped our team to track the changes and also successful completion of the project.
- Involved in deployments as monitoring and tickets creating according to the severity.
- Handle the application's change requests.
- Handled batch support.
- conduct self and peer reviews to ensure the quality of the deliverables.

PROJECT -II

Project Name : MICROSOFT
Platform : Azure Cloud compute
Tools : Microsoft Azure, DFM, ASC, CaseBuddy, ICM
Role : Support Engineer.

DESCRIPTION:

Microsoft Corporation is a multinational corporation and technology company. Its best-known software products are the Windows line of operating systems, the Microsoft 365 suite of productivity applications, the Azure cloud computing platform, and the Edge web browser.

ROLES AND RESPONSIBILITIES:

- Working as a Azure Monitoring and Automation support.
- Performed configuration review and peer review.
- Successfully resolved many high/medium/low severity incidents within the prescribed time and avoided SLA breaches from my end.
- Addressed the issues raised by the users/clients and providing relevant information to them as needed.
- Analyze and optimize system performance, including resource utilization and response times.
- Generate and analyze reports on system performance and support activities.
- Provide recommendations for improvements based on logs and data analysis.
- Providing Azure Monitor and Application insights support.
- Co-ordinating with other team members to integrate the various tasks

Strengths and Skills:

- Excellent communication skills.
- Team engagement and management skills.
- Good at time management and interpersonal skills.
- Adapting to a new environment easily and more importantly the willingness to learn.
- Able to multitask and work effectively as a team.

Awards/Recognitions:

- Got appreciated on Accolade (Infosys appreciation platform) on effective deliverables for client.
- Received frequent appreciations from Project managers/Horizontal Manager and Customers for my dedication and quality and timely delivery of work.

Declaration:

I hereby declare that the information given above is mentioned true and correct to the best of my knowledge and belief.

Palle Akhila Jyothi