BAIDNATH SAHU

CLOUD SUPPORT ENGINEER

CONTACT

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EDUCATION

2017 - 2020
LNMU UNIVERSITY DARBHANG (BIHAR)
- B.sc
- Diploma in Cloud Computing (Jetking institute, Dadar)

CERTIFICATIONS

- Azure Administrator Associate Microsoft AZ-104
- VMware

VMware vSpher8.xProfessional (VCP-DCV).

SKIL

- Microsoft azure environment-VM create (Win/Linux).
- MFA Configuration, Azure - AD, Monitor, Azure backup.
- VMware vSphere, ESXi, vCenter.
- vMotion, HA and DRS.
- Migrate ESXI host .
- Windows Server Administration.
- Virtual Machine Managemen.

PROFILE

Detail-oriented VDI Support Engineer with 2.5 years of experience in providing technical support, troubleshooting hardware and software issues, and ensuring seamless IT operations. Proven ability to resolve complex issues quickly and efficiently, with excellent communication skills and a strong commitment to customer satisfaction.

WORK EXPERIENCE

Anunta Technology Management Services Ltd   2023 - PRESENT
VDI (Azure/VMware) Support Engineer

- Assisted in the deployment and management of virtual environments using VMware and Azure technologies.
- Participated in configuring and managing virtual desktops and applications.
- Provided support in monitoring performance and troubleshooting basic issues in a lab environment.
- Provided Technical support to end-users, resolving hardware, software, and network issues in a timely manner.
- Managed user accounts, password resets, and access permissions using Active Directory.
- Installed, upgraded, and configured operating systems, software applications, and security updates.
- Collaborated with the IT team to implement new technologies and improve IT processes.

Austin Infotech Pvt. Ltd.   06/2022 -12/2022
Desktop Support Engineer.

- Working as a Desktop/Laptop Support Engineer to finding the Troubleshooting the hardware issue.

PROJECTS

Startek.
Migrating users from Azure to Citrix on premise. troubleshooting Citrix issues and providing access to users. Creating machine catalogs and delivery groups. Monitoring user sessions. resolving the users facing issues.

- **Dr. Reddy's Laboratories (DRL).**

  Migrating users from VMware Horizon on premise. Troubleshooting VMware performance issues. Configure and manage virtual machines (VMs) and templates.

- **Aditya Birla Capital Pvt. Ltd.**
  Migrating users from Citrix Cloud to Microsoft AVD Platform. Providing AVD access to users and helping them to launch AVD VDI. Users data transfer from Citrix to AVD.