Poojitha Purma

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**Objective:**

Competent and dynamic professional, offering a distinguished and insightful exposure of over 4+ years of experience across high-growth environments in cloud & production support, implementation, configuring, monitoring, and troubleshooting Windows, Hardware and implemented Azure cloud.

**Professional Summary:**

* Overall 6+ years of IT experience with 4+ Microsoft Azure Cloud Engineer experience. Proven ability to successfully analyse an organization cloud migration, managing both classic & ARM portal.
* Troubleshooting access related issues, Azure services involving in software design and implementation of various Client Server applications.
* Experience in various Cloud service models, including IaaS, PaaS, and SaaS and supporting deployment models, including Private, Public, and Hybrid cloud.
* Configuring and managing Virtual Machines using Windows Azure portal, configuring, and monitoring Cloud services.
* Proven experience on create Branching and Tagging concepts in Version Control tool like VSTS with GIT.
* Experience in Deployment of Active Directory in a multi-domain, multi-forest environment.
* Good exposure in Azure networking, Storage, VM provisioning, Automation, Monitoring, AZ Copy, AD, Application Insights, Azure Roles, ARM etc.
* Hands on experience on Azure automation by creating Run books and scheduling jobs.
* Proficient in ARM templates, automated few ARM resource creations using ARM templates.
* Configured Azure Virtual Networks (V-Nets), subnets, Azure network settings, CIDR address blocks, DNS settings, security policies.
* Setup Azure Virtual Appliances (VMs) to meet security requirements as software-based appliance functions (firewall, WAN optimization and intrusion detections).
* Exposed Virtual machines and cloud services in the V-Nets to the Internet using Azure External Load Balancer.
* Extensive experience in PowerShell scripting to automate many services management in Azure.
* Hands on Replication services LRS, ZRS and GRS, Good Knowledge in Database like SQL Server, MySQL.
* Designed Network Security Groups (NSGs) to control inbound and outbound access to network interfaces (NICs), VMs and subnets.
* Expertise in Blob storage and File storage and Configured PAAS services like App service, App service plan.
* Deploying web pages into azure app services (PaaS) using File server.
* Adding, removing, or updating user account information, resetting passwords.
* Executing builds and troubleshooting, Interaction with development and QA teams.
* Managed environments DEV, QA, UAT and PROD for various releases and designed instance.
* Handled daily and nightly builds for multiple projects, implementation and configuring of Azure backup.

**Technical skills:**

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| --- | --- |
| Cloud Platform | MS Azure Portal, Azure CLI |
| Azure Resources | ADF, ADB, Synapse, Function Apps, Logic Apps, Storage Accounts, Key Vaults, ADLS, ADLA |
| SCM Tools | GitHub, Azure Repo’s |
| Build Tools | MS Build |
| CI/CD Tools | VSTS (Azure DevOps), Visual Studio 2017, Release Pipelines |
| Operating Systems | Windows |
| Scripting Language | PowerShell scripting, JSON, ARM Templates |
| Bug & Issue Tracking Tools | ICM, ADO |

**Professional Experience:**

**Client** : LTIMindtree

**Role**  : Azure- Infra Cloud Engineer (Senior Software Engineer)

**Project :** Microsoft

**Period of Work :** 22nd Aug 2022 to Present

**Roles & Responsibilities:**

1. **Azure Infrastructure Management:**
   * Administer and manage Microsoft Azure environments, ensuring optimal performance, scalability, and security.
   * Deploy and manage Azure resources including Virtual Machines (VMs), Storage Accounts, Virtual Networks, and Network Security Groups (NSG).
   * Implement and maintain Azure Resource Groups, Load Balancers, and Azure Availability Zones to ensure high availability and disaster recovery.
2. **Cloud Solutions Implementation:**
   * Design and deploy cloud solutions using Azure services such as Azure App Services, Azure Functions, Azure SQL Database
   * Implement and manage hybrid cloud solutions using Azure Arc and Azure Site Recovery.
3. **Identity & Access Management:**
   * Configure and manage Azure Active Directory (Azure AD) for identity and access management (IAM) including user, group, and role management.
   * Implement Conditional Access policies, Multi-Factor Authentication (MFA), and integrate Azure AD with on-premise Active Directory.
4. **Networking & Security:**
   * Configure and manage Azure networking components including Virtual Networks (VNet), Subnets, VPN Gateway, ExpressRoute, and Application Gateway.
   * Implement security measures such as Azure Firewall, Network Security Groups (NSGs), Azure Sentinel, and security monitoring tools.
   * Ensure secure communication and connectivity between on-premises environments and Azure resources.
5. **Automation & Scripting:**
   * Develop and maintain PowerShell scripts, Azure CLI commands, and ARM (Azure Resource Manager) templates for automating provisioning and management of Azure resources.
   * Implement Azure Automation Runbooks and Logic Apps for continuous infrastructure automation.
6. **Monitoring & Performance Optimization:**
   * Utilize Azure Monitor, Log Analytics, and Application Insights to track performance, availability, and security of Azure resources.
   * Set up alerting, diagnostics, and performance tuning to ensure optimal resource utilization and minimal downtime.
7. **Backup & Disaster Recovery:**
   * Implement and manage backup solutions using Azure Backup, ensuring data protection and business continuity.
   * Design and execute disaster recovery (DR) strategies with Azure Site Recovery to minimize service disruption in case of outages.
8. **Cost Management & Governance:**
   * Manage Azure subscriptions and resources to ensure cost-efficiency and budget compliance using Azure Cost Management and Azure Advisor.
   * Implement governance strategies using Azure Policies, Blueprints, and Role-Based Access Control (RBAC) for resource access management.
9. **Collaboration & Support:**
   * Collaborate with DevOps, security, and application teams to ensure smooth integration and deployment of services in Azure.
   * Provide L2/L3 support for Azure-based issues and troubleshoot infrastructure-related problems.
10. **Compliance & Auditing:**
    * Maintain compliance with industry standards and regulations (e.g., GDPR, HIPAA) by configuring and managing security controls and compliance policies in Azure.
    * Perform regular auditing of cloud resources and access logs to ensure security and governance requirements are met.
11. **Documentation & Reporting:**
    * Develop and maintain comprehensive documentation for Azure infrastructure, configurations, processes, and procedures.
    * Create periodic reports on system performance, cost analysis, and resource utilization for management review.
12. **Migration to Azure:**
    * Plan and execute migrations from on-premises or other cloud platforms to Microsoft Azure, ensuring minimal downtime and risk.
    * Work with stakeholders to assess, design, and migrate workloads, databases, and applications to the cloud.

**Client** : Legato Health Technologies

**Role**  : Azure Infra Cloud Engineer

**Project :** Anthem Insurance Company

**Period of Work :** 7th Dec 2020 to 21st Aug 2022

**Roles & Responsibilities:**

* Involved in the process of hosting/deploying the entire application into Microsoft Azure Cloud.
* Working with Microsoft Azure Cloud Services and deploying the servers through Azure Resource Manager Templates or Azure Portal.
* VM deployments using portal and PowerShell.
* Responsible for creating Network Security Groups and add inbound rules.
* Write PowerShell and schedule to shutdown virtual machines during off business hours
* Create storage accounts for dev & QA teams for their application development and testing purpose
* Create ARM templates to reuse similar deployment with some standard configurations and naming conventions
* Evaluation Azure VMSS to auto scale up and scale down Azure VM workloads
* Create PowerShell script to manage multiple subscriptions in Classic portal using publish settings file.
* Create users in Azure AD from Portal as well as form Power Shell.
* Migration of on-premises VM’s (Hyper-V & VMware) to Azure.
* Migration of Azure VM’s from Classic portal to ARM portal.
* Migration of IAAS services like virtual network, network interface etc
* Adding addition disks to Azure VM upon receiving request
* Scale up and scale down various services like VMs, SQL Servers (DTUs).
* Creation of Azure NIC, Azure Virtual networks, Azure VM’s and provide access users
* Managing entire Azure infrastructure services
* Worked on Azure services involving in software design and implementation of various Client Server applications with MS-SQL Server 2005, 2008, Microsoft Azure, My SQL, Java Script, XML, JSON etc.
* Create web apps for developers to do development work
* Update files with infrastructure details like SQL connection string, storage account details etc.
* Provide read access of Azure subscription to users upon approvals from higher management
* Preparing the recovery services vault and finalize the azure resources.
* Migration Using ASR services, Greenfield Migration.
* Working with the application Owner for the Data assessment and Getting Approvals.
* Creating and working on the Change Request approval from the Stakeholders.
* Performing the cutover activities and post migrations step.
* Performing Failover, the application to azure.
* Assist customers with Azure and GitHub templates, ASM to ARM migrations and on premise to Cloud Migrations.
* Capturing the failover VM & Deploying the New VM with an azure image, Adding Virtual machines to the active domain.
* Creating run books and Assessment sheets.
* Installing the azure VM Agents for integrating the Azure Backup services.
* Working on Respective Tags to the New Resources Created during the Cutover Tasks.
* Enabling and configuring the Backup policy on Virtual Machines.
* Deploy and manage the Azure Services like Virtual Machines, Web Apps, Storage, Azure Active Directory, Virtual Networks, and Azure CDN & Microsoft Operations Management Suite (OMS).
* Providing solutions to the Customers based on the requirements/service requests.
* Installing, upgrading, configuring, troubleshooting Windows Servers.
* Configuring storage account access, diagnostics & monitoring.
* Installing and configuring IIS and FTP services, creation of FTP sites.
* Performing health checks on server for space and memory management, antivirus updates.

**Client**  : Wipro Technologies

**Role** : Support Engineer- Associate

**Project :** Country Financial

**Period of Work :** 4th Nov 2019 to 30th Oct 2020

**Roles & Responsibilities:**

1. **Troubleshoot technical issues**: Diagnose and resolve hardware, software, network, and other technical issues reported by users.
2. **Installation & Configuration**: Set up and configure new hardware, software, or systems for users.
3. **Software and Hardware Support**: Help users with installing, updating, or upgrading software and drivers. Repair or replace malfunctioning hardware components.
4. **Network Support**: Assist with issues related to local area networks (LAN), wireless networks (Wi-Fi), and internet connectivity.
5. **Incident Resolution**: Log and track issues using a ticketing system; prioritize tickets based on severity.
6. **Documentation**: Maintain records of user issues and resolutions. Document troubleshooting steps and common issues for future reference.
7. **Customer Interaction**: Respond to customer queries via phone, email, or in person. Provide clear and effective communication of technical information to non-technical users.
8. **Remote Support**: Use remote access tools to diagnose and fix issues for users who are not physically present.

**Client**  : Hinduja Global Solutions (HGS)

**Role** : Process Consultant

**Period of Work :** 16th April 2018 to 19th Sep 2019

**Roles & Responsibilities:**

1. **Initial Troubleshooting**: Address and resolve basic technical issues (password resets, connectivity problems, basic application issues).
2. **Ticket Creation & Tracking**: Open and maintain records of support tickets. Escalate complex issues to senior technical staff or specialized departments.
3. **First-Line Support**: Answer calls, emails, or chats from users experiencing technical problems, and provide timely solutions or escalation paths.
4. **Customer Communication**: Keep users informed about the status of their issues, follow up as necessary, and ensure a good customer experience.
5. **Knowledge Base Management**: Contribute to and use a knowledge base or FAQ to address common issues and share solutions with end-users.

**Educational Background:**

* **Graduation:** B. Com(Computers) from Wesley Degree college for Women’s, Osmania University (2018)- **81.82%**
* **SSC: 10th (2013- 60%)** and **12th (2015- 72.2%)** class from Kendriya Vidyalaya School, Uppal, CBSE

**(P Poojitha)**