Begumpet Manoj Vamshi  
Montreal, Quebec **Mobile:** 1+438-439-9495 **| E-mail:** manojvamshi95@gmail.com

**Professional Summary**

Results-driven IT professional with over 5 years of experience in cloud technologies, technical support, and software development. Expertise in Microsoft Azure, AWS, Office 365, and a variety of programming languages (Java, JavaScript, SQL). Proven track record in delivering cloud solutions, troubleshooting complex technical issues, and optimizing operational efficiency. Seeking to leverage my technical skills and experience in a dynamic IT environment to drive innovation and support organizational growth.

**Key Skills**

* Cloud Platforms: Microsoft Azure, AWS, Office 365
* Programming Languages (Basic to Intermediate): Java, C, C++, JavaScript, HTML, CSS, SQL
* Databases: MySQL.
* Tools & Technologies: Azure Monitor, Azure Security Center, Azure Active Directory (AAD), Azure Payouts
* Operating Systems: Windows, Linux (basic)
* Security & Compliance: Cloud Security, Governance, IAM.
* Communication & Collaboration: Client-facing, Cross-functional team collaboration, Documentation

**Certifications**

* Microsoft Certified: Azure Fundamentals  
  Certification Number: F1CEE9-U5DE5D (Earned: December 2022)

**Professional Experience**

**Senior Azure Consultant**

*Sonata Software Pvt. Ltd. | April 2021 – April 2023 | Hyderabad, India*

* Led deployment, validation, and support for Azure Marketplace products, ensuring high availability and smooth operations for over 50 clients.
* Managed and optimized Azure resources including VMs, SaaS solutions, and Dynamics 365 for optimal performance, cost savings, and security.
* Resolved complex deployment issues and guided clients in ensuring compliance with Azure certification and Marketplace guidelines.
* Streamlined Azure Marketplace payouts, improving accuracy by 15%, enhancing financial reconciliation for publishers.
* Implemented robust cloud security measures and governance frameworks, ensuring compliance with industry standards (e.g., GDPR).
* Delivered training and consulting to clients, improving their Azure management skills, which led to a 20% increase in customer satisfaction.
* Utilized Azure-native tools (Azure Monitor, Security Center, Log Analytics) for continuous performance monitoring and proactive issue resolution.

**Senior Technical Analyst**

*Tech Mahindra | August 2019 – April 2021 | Hyderabad, India*

* Provided tier-2 support for Verizon ISP, phone, and TV services, resolving connectivity, VoIP, and streaming issues for over 200 customers daily.
* Reduced customer downtime by 30% through remote troubleshooting and quick dispatch of field technicians.
* Diagnosed and resolved hardware and software issues related to routers, set-top boxes, and customer devices, enhancing customer satisfaction.
* Trained junior staff on troubleshooting methodologies and advanced technical support, improving team efficiency by 20%.
* Collaborated with internal Verizon teams to improve system-wide solutions for recurring technical challenges, reducing escalations by 25%.

**Support Engineer**

*Cloud Integrate | October 2017 – August 2019 | Hyderabad, India*

* Managed and supported Office 365 environments, including user provisioning, license management, and email migration for 50+ enterprise clients.
* Improved cloud infrastructure performance by 15% through client-side troubleshooting and optimization of Office 365 deployments.
* Provided technical support for Office 365 products, resolving complex issues related to Exchange, OneDrive, and SharePoint.
* Proactively monitored system health and performance, preventing service disruptions and ensuring 99.9% uptime.
* Delivered client training on Office 365 best practices, empowering clients to independently manage and troubleshoot their environments.

**Education**

Postgraduate Diploma in Software Testing Tools  
Cegep de la Gaspésie et des Iles, Montreal, Quebec (Expected: [January, 2025])

B.Tech in Electronics and Communication Engineering  
Brilliant Institute of Technology, Hyderabad, India (Graduated: 2017)

**Projects**

**Microsoft Azure Marketplace Deployment**

***Sonata Software Pvt. Ltd.***

* Deployed, tested, and validated Azure Marketplace products, optimizing publisher account creation and ensuring compliance with Azure standards.
* Technologies used: Azure, Marketplace, SaaS, VMs.

**Verizon Support and Optimization**

***Tech Mahindra***

* Supported technical aspects of Verizon ISP, phone, and TV services, streamlining troubleshooting processes and reducing resolution time.
* Technologies used: VoIP, Router Configurations, ISP Tools.

**Office 365 Deployment & Support**

***Cloud Integrate***

* Managed and troubleshot Office 365 deployments for enterprise clients, optimizing user management and security features.
* Technologies used: Office 365, SharePoint, Exchange, OneDrive.

**Personal Skills**

* **Exceptional Communication & Client Relations:** Adept at explaining complex technical concepts in an easy-to-understand manner for both technical and non-technical stakeholders.
* **Advanced Troubleshooting & Problem-Solving**: Strong analytical mindset with a proven track record of resolving issues quickly and efficiently, minimizing downtime.
* **Team Collaboration & Attention to Detail**: Highly collaborative team player with a keen eye for detail, ensuring high-quality deliverables and seamless project execution.
* **Continuous Learning & Adaptability**: Agile and quick to adopt new technologies, methodologies, and industry best practices to stay ahead of evolving IT trends.

**Personal Details**

* Father’s Name: B. Uday Chary
* Gender: Male
* Nationality: Indian
* Date of Birth: July 20, 1995
* Languages Known: English, Hindi, Telugu

**Place: Montreal, Quebec**

**Begumpet Manoj Vamshi**