



DEVYANI LAD

Cloud & Application Support Engineer seeking roles in Cloud Computing,IT Infrastructure Management,Project Management,Service Management,Change Management,Technology Management,Security Management,SLA Management,Azure

Current Designation: Cloud & Application Support Engineer	Total Experience: 4 Year(s) 0 Month(s)
Current Company: Accenture Solutions Pvt Ltd.	Notice Period: 3 Months
Current Location: Bengaluru / Bangalore	Highest Degree: B.Tech/B.E. [Computers]
Pref. Location: Bengaluru / Bangalore,Chennai,Hyderabad	
Functional Area: IT Software - Application Programming / Maintenance	
Role: System Admin	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	
Key Skills: Cloud & Application Support Engineer, System Admin, Cloud Computing, IT Infrastructure Management, Project Management, Service Management, Change Management, Technology Management, Security Management, SLA Management, Azure	
Verified : Phone Number Email - id	

Last Active: 21-Jan-21

Last Modified: 21-Jan-21

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Summary

Experience of 4 years predominantly in Cloud Operations Engineering and IT Infrastructure management role with expertise in functions like Infrastructure Delivery and Transition. Seeking a long-term process engineer position within a diverse environment where my knowledge, skills and experience are aptly utilized and challenged to meet the needs of a global company.

Work Experience

■ Accenture Solutions Pvt Ltd. as Cloud & Application Support Engineer Oct 2016 to Till Date

Managing the entire change and project flow on ServiceNow (Creation, Status monitoring, approval facilitation, quality check, complete lifecycle)

* End to end Change, Project management lifecycle support

* Projects are delivered in line with project quality standards

* Get in touch with the respective SAMs (service assurance managers) and technical team managers for the change approvals

* Track all the changes which are failing to follow the standard change management governance and act immediately on those changes by notifying the Raiser, authorizer & implementer to get it amended accordingly to ensure that those changes are not reported by the client as a governance breach of process

* Organized conference bridges for Critical & Major Changes between CAB team and Client Management for approval

* Produced regular management reports which includes Monthly, quarterly and yearly change overviews for senior management in Accenture

* Collaborated with cross functional development team members to analyze potential system solutions based on evolving client requirements

* Coordinated between different teams across organizations and collaborated with them for a smooth transition

* Worked across time-zones and in a 24/7 environment to support various teams * Maintaining Data Base and resolving the ticket within a period of SLA

* Manage and maintain procedures, automated processes and respond to outages

* Resolving incident management and event monitoring related issue

* Guided and coached team members as required, through process changes and regular updates

* Created effective presentations and managed large conference calls and bridges

* Driven CAB calls and calculated risks and failure related to changes

* Contributed to documentation of SOP's and cloud operations playbook

* Effectively handled escalations and have handled major platform related incidents/events

* All records relating to Service Requests, Incidents, Problems and Knowledge Management are completed accurately and within agreed timeframe

* All my work is based on industry best practices, including the Information Technology Infrastructure Library (ITIL)

Cloud Support Engineer



Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

- * End to end Infrastructure and Cloud operation support
- * Monitoring using CloudWatch services - log management on CloudWatch
- * Hands-on AWS services including - IAM, CloudTrail, EC2, VPC, SNS, S3, Load balancer
- * Hands-on CloudFormation templates
- * Data management using RDS, DynamoDB
- * Good understanding of Security controls on cloud - Security Groups, NAT Gateway, NACL, IAM roles and policies
- * Good understanding of other cloud technologies such as - GCP, Azure
- * Team player with ability to analyze the problems, resolve and implement in the solution
- * Demonstrated quick learning ability, strong analytical, technical and problem-solving Skills
- * Worked with Cloud operations team, which dealt with migration of services to cloud

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Education

UG: **B.Tech/B.E. (Computers)** from **Jain University** in **2016**

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Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✓	✓	✓
Hindi	Expert	✓	✓	✓

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Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**

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