**Andra SuryaKumari**

**Azure Cloud Engineer**

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**Linkedin: GitHubAccount:**

**Career Objective:**

* Passionate and driven professional seeking opportunities with a leading organization known for growth and innovation. I aim to leverage my expertise in Azure IaaS support, ServiceNow management, and cloud service configuration to drive organizational success. My goal is to utilize my skills in storage solutions, backup management, and technical documentation to enhance efficiency and foster innovation.

**Profile Summary:**

* Prepared scope and design documents for Windows Azure IaaS projects, ensuring seamless implementation.
* Utilized ServiceNow for business rules, workflows, scheduled jobs and efficient ticket handling.
* Configured Azure Cloud Services, including creating VNETs, storage accounts, availability sets, and load-balanced endpoints.
* Managed storage solutions and handled backup data to ensure data integrity and availability.
* Administered Unix servers, managed storage backups, and SQL server, ensuring optimal performance and reliability.
* Created Azure Virtual Machines, installed guest OS, and managed virtual environments.
* Prepared comprehensive technical process documentation for cloud infrastructure, aiding in smooth operations and client understanding.
* Met and exceeded customer requirements, delivering exceptional support and solutions.
* Conveyed key business information across global organizations, fostering collaboration and understanding.
* Provided expert technical support for various Azure services (IaaS) to enterprise customers, resolving complex issues efficiently.
* Managed service requests and incidents, adhering to SLA and ensuring timely resolution through client interaction.
* Developed detailed technical process documentation for clients, enhancing their cloud infrastructure knowledge and operations.
* Demonstrated exceptional time management, communication, and decision-making abilities, quickly mastering new technologies and efficiently managing multiple tasks in a dynamic, fast-paced environment.

**Academic Highlights:**

* B.Tech from Aditya College affiliated to under JNTUK University, Kakinada, India (percentage=74.71%).

**Proffesional Credentials:**

* Azure Fundamentals (AZ-900)
* Completed course in azure devops.

**Professional Experience:**

**Projects:**

**Client**: Humana

**Role**: Software Engineer

**Company**: Cognizant Technology

**Solutions Duration**: June 2021 – May 2024

**Skills Used**:Azure VM, Azure Vnet, Azure Load Balancer, Azure Storage Accounts, Disks, Azure Back Up, Azure RBAC, Azure Monitoring.

**Roles & Responsibilities:**

* Collaborated closely with customers to understand their requirements.
* Ensured comprehensive documentation while providing solutions for future reference.
* Coordinated ServiceNow activities, adhering to Service Level Agreements (SLA).
* Participated in monthly review meetings.
* Regularly interacted with clients for requirements clarification.
* Managed Service Catalog Items and Content Items.
* Oversaw Service Catalogs, Catalog categories, and Record producers.
* Maintained storage, networking, and security.
* Deployed Azure Virtual Machines (VMs).
* Worked with multiple teams on projects, adhering to SLAs and effectively resolving client issues.
* Created storage accounts and cloud services in Azure.
* Configured Network Security Groups (NSG) and assigned them to subnets in Azure.
* Demonstrated understanding of Storage, Virtual Networks (VNET), and Cloud Services.
* Configured backups in Azure for VMs and applications.

**Client :** Humana (CIS LiveModernization)

**Duration** : April 2019 to May 2021

**Role :** SoftwareEngineer

**Skills Used**: .Net Core, Web API

**Roles & Responsibilities:**

* Developed CIS Live Modernization Applications as a core team member.
* Responsible for new development, deployment in Azure DevOps, testing, and debugging.
* Conducted unit testing, code coverage, and code integration.
* Fixed SIT defects and ensured timely delivery of high-quality products.
* Handled bug fixing and provided support.

**Core Competencies:**

* Azure Compute Services
* Azure Storage Management
* Azure Networking
* Identity Access and Management
* Monitoring And Security
* Azuure Governance and Automation.

**Languages:**

English,Telugu

**Personal Attributes:**

* Proactive with strong presentation, writing, interpersonal, analytical, and critical thinking skills.
* Skilled in developing, motivating to achieve goals.
* Adaptable, effective in both independent and team settings within a matrix environment.
* Passionate about innovative solutions that drive business value.
* Excel under pressure, adept at problem-solving, and meeting deadlines while collaborating with cross-functional teams.

**Declaration:**

I hereby declare that above mentioned informati on is authentic and true to the best of my knowledge.