

V. TANMAYA TULASI

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CAREER OBJECTIVE

Seeking to prove and utilize my skills efficiently to provide impetus to my career in the process of achieving organizational goals in an intellectually stimulating environment offering avenues for growth.

WORK EXPERIENCE

Organization: LTIMindtree (July 2022 – Present)

Designation: Software Engineer

I have been working as a Software Engineer in LTIMindtree with 2+ years of experience. I'm a dedicated Frontline Engineer professional with proven track record of effectively addressing product concerns and guaranteeing client contentment.

Project Details

Client: Microsoft

Role: Azure Storage Service Specialist | Cloud & Infra Engineer

Duration: October 2022 to Present

Roles & Responsibilities

- Acts as a frontline technical resource for Microsoft Premier customers and partners working with PaaS storage solutions such as Azure Storage accounts, Redis Cache, ADLS, and AAD and Web Apps.
- Handling technically challenging and politically sensitive customer situations, discovering, recognizing, and assessing solutions to problems as well as providing proactive support advice through technical leadership and strong communication skills while working collaboratively with a wide network of Microsoft Experts.
- Analysing end user environment and providing feasible infrastructure solution to maintain high availability and user satisfaction.
- Providing security measures to safeguard the resources from intruders and hackers.
- Imparting end-user understanding of features and services provided by Azure Storage and Redis.
- Managing users and groups for security concerns.

- Delivering cost-effective Azure solutions tailored to diverse workflows, ensuring optimal resource utilization and cost savings.
- Implementing robust data recovery strategies for Azure storage and Redis, including accidental deletion safeguards and comprehensive backup features to maintain data integrity.
- Act as incident and problem co-ordinator where required. Facilitate regular meetings and working sessions with different business units to address on-going issues that require further understanding or analysis.
- Monitored applications performance using Azure Monitor and Application Insights.
- Developed and maintained strong relationships with clients, understanding their needs and providing personalized assistance.

Key Achievements

- Awarded as “Shooting Star” for delivering exemplary contributions to team.
- Recognised and appreciated as an active team contributor by Microsoft Client for making significant impact on team’s success.
- Known for high-quality, empathetic customer assistance.
- Strong proficiency in software support tools and ticketing systems such as DFM, JIRA.
- Maintained composure across different customer temperaments and requirements.
- Addressing concerns by providing tailored on-time solutions.

SKILLS

Azure Storage Services, Redis, Web Apps, Azure AD connect, Azure Active Directory, HTML, CSS, Web API’s, Flutter framework.

PERSONAL STRENGTHS

- Public Speaking
- Amiable
- Collaborative
- Self-Starter
- Adaptability
- Inter-personal skills
- Punctual

EDUCATIONAL QUALIFICATIONS

2018 - 2022 Bachelor of Technology in Electrical & Electronics from JNTUK, AP with 80%

2016 - 2018 Associate degree in Sri Chaitanya College, AP with 97%

2016 SSC in Montessori E.M. School, AP with 92%

PERSONAL DETAILS

Date of Birth : 27/06/2001

Address : Tenali, Guntur district, Andhra Pradesh, India - 522201

Marital Status : Unmarried

Hobbies : Reading books, Dancing, Listening to music

Interests : Exploring new places and cultures, excelling fields where AI falls short

LinkedIn Profile : <https://www.linkedin.com/in/tanmayatulasi-v>

I hereby declare, all the above-mentioned details are true and correct to the best of my knowledge.

Tanmaya Tulasi