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|  | **Kalki Prasad A**     |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Summary**  A System Engineer with 3years experience in **system analysis, troubleshooting, and process optimization**, committed to enhancing **performance, security, and efficiency**. Skilled in **root cause analysis, defect tracking, and resolution**, ensuring seamless **technology integration and workflow optimization**. Adept at **collaborating with stakeholders** while maintaining a strong focus on **system audits, compliance, and continuous improvement**. Known for **problem-solving, analytical thinking, and technical expertise**.  **Experience**  **Q Spider** - **Trainee Engineer**  *Chennai, India* • *10/2020* - *04/2021*   * Gained knowledge in databases, SQL queries, and QA principles and processes. * Expertise in identifying Customer Requirement Specification Tracing Matrix and preparing test cases, test scenarios. * Good understanding of defect reporting, tracking, and management. * Well, exposure in SDLC and STLC lifecycle. * Had a basic understanding of UI testing, compatibility testing, security testing, load and performance testing, functional testing, system integration testing, and end-to-end testing. * Flexible and adaptive to work in any environment, to accept challenges irrespective of their complexity, with a positive attitude.   **3i infotech** - **System Analyst**  *Chennai, India* • *05/2021* - *05/2024*   * Collaborate with technology vendors and service providers to ensure seamless integration of hardware and software components by deploying packages via login script. * Resolved escalated issues and managed project plans while providing status updates to management with in the SLA As per ITIL Norms. * Collaborated closely with team members and worked with Cross Functional teams by Prioritizing the Task to achieve project objectives and meet deadlines to presented technical proposals for clients. * Developed technical documentation such as flowcharts, diagrams, and process maps. * Unraveling complex challenges and providing exceptional solutions in Server Configuration ,Google Workspace, Azure, Office 365, Directory Services, Windows OS, Exchange Server, SQL Server Backup and Backup & Replication, Virtualization, Storage, Email Security & deployed patches in server. * Having keen Knowledge and gained experience in Azure Active Directory, Microsoft 365 Defender, Exchange Online, Microsoft Endpoint Manager, SharePoint, OneDrive, and Microsoft Teams, Adeptly manage users, groups, enterprise applications, conditional access, and compliance policies while conducting thorough threat investigations, email and collaboration alerts, vulnerability management, and endpoint security to fortify cloud-based services and applications, empowering efficient collaboration and safeguarding critical data with meticulous monitoring, advanced detection rules, and proactive threats.   **Languages**   |  |  |  | | --- | --- | --- | | **Tamil**: First Language | | | | **English**: C2    Proficient (C2) |  | **Telugu**: B2    Upper Intermediate (B2) | |  | **Contact**  prasad.kalki12@gmail.com  +91 9940440356  Chennai, India 600024  **Skills**   * **Programming Languages**: Python * **Database**: SQL ,MongoDB * **Web Development**: HTML, CSS * **Testing:** Manual & Automation Testing with Selenium ,Agile Methodology SDLC, * **Virtualization**: VM Ware, Citrix * **Version Control**: Git and GitHub * **Cloud Platforms:** Azure, Google Cloud Platform * **Soft Skills:** Problem-Solving, Analytical Thinking, Team Collaboration. * **Mail Security**: Windows Defender, Mimecast & Proofpoint. * **Information Security**: Business process Development ,IT Service Management Strategic Planning, IT Governance Framework. IT infrastructure . * **Management Skills**: KPI Metrics, Quality Management. * **Microsoft Technologies**: O365 Technologies| Microsoft AD & Exchange | Azure AD |Exchange online | Intune | SharePoint Online | Teams Online |Microsoft Security | Microsoft Compliance |Exchange onprem   **Education and Training**  **Master of Technology**: Artificial Intelligence & Data Science  **SRM Institute of Science And Technology**  *Chennai • Expected in 06/2025*  **Bachelor of Engineering**: Electrical, Electronics And Communications Engineering  **KCG College Of Technology**  *Chennai • 03/2021* | |  |

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