

VATSAL PATEL

• Email: vatspatel27@gmail.com • Contact: +91-9537892631

PROFESSIONAL SUMMARY

Passionate Application (System) Administrator with 5 years of experience to delivering Cloud Management, Azure active directory, Azure DevOps pipeline, Linux, Azure resource Management, Policy documentation, Ticketing work for organizations with faster resolution ratio.

TECHNICAL SKILLS

- Azure resource Management
- Cloud Administration
- Bash script and Git
- Ticketing system management.
- Knowledge of hardware and software installation and upgradation.
- Troubleshooting of Hardware devices and software.
- Monitoring tool like Grafana, Nagios.
- Hyper-V, VMware Installation.
- Azure DevOps pipeline
- Power platform administration
- Basic knowledge about Terraform
- Azure active directory and office 365 Management.
- Various OS installations (Windows, Linux, Windows Server, Mac OS).
- Vulnerability assessment analysis.
- Firewall and antivirus monitoring.
- Maintaining Policy and Documentation.

WORK HISTORY

POSITION | Application Administrator | 01/2023 to Current
Company – Dynatech Systems Pvt. Ltd., Ahmedabad.

- Overseeing Power Platform administration.
- Developing Azure DevOps pipelines for Power Platform solutions.
- Creating and maintaining Azure DevOps pipelines for fetching and renewing secrets and keys from Key Vault and managing app registrations.
- Established site-to-site connections between on-premises infrastructure and Azure.
- Managing client infrastructure and ensuring optimal performance and reliability. Working on client infrastructure management.
- Designing Azure DevOps pipelines for Azure Functions and API Management.

POSITION | Infrastructure-Executive | 06/2019 to 12/2022
Company – Synoverge Technologies Pvt. Ltd., Ahmedabad.

- Provide Support and Coordinate with User over Call, Email and Chat.
- OS installation in desktop, Laptop and Servers.
- Responsible for all L1 activities like checking the status of Physical Connectivity of Devices, Hard Reboot of Servers, and other work of Networking devices.
- Troubleshooting of hardware, software and computer peripherals.
- Troubleshooting networking and connection issues.
- Configuration of MS outlook, Bit Locker and OneDrive.
- Responsible for Asset Management.
- Responsible for identifying issues, working on issues and resolve it.
- Managing Policy, and related documents (asset register, Materials inward & outward register, Disposal Log).
- Proactive to resolve Tickets in TAT Hours.
- Identify the root cause of incidents and problems. Prepare RCA for business-critical incidents and downtime.

- Prepare & maintain all the daily, Weekly, and monthly SLA reports, documents.

POSITION | Customer Support Executive | 10/2018 to 05/2019
Company – Tech Mahindra, Ahmedabad.

- Following and responding queries over calls.
- Effectively and timely communication.
- Educate the customer at every given possible opportunity.
- Capture customer details and data relevant to the call.

EDUCATION

Bachelor of Engineering in Electronics and Communication | May 2014 – Jan 2018
NSIT Jetalpur (Gujarat Technological University)
CGPA: (7.14/10)

Diploma in Electronics and Communication | May 2010 – Jul 2014
D.A. Diploma Engg. and Tech. (Gujarat Technological University)
CGPA: (6.30/10)

Class X | May 2009 - March 2010
H.J. Patel School (Gujarat State Education Board)
Percentage: (63/100)

CERTIFICATIONS

- Hardware and networking from Prakshal Academy.
- CCNA from Prakshal Academy.

PERSONAL DETAILS

• GENDER:	Male
• DATE OF BIRTH:	22 nd Jul 1995
• LANGUAGE KNOWN:	English, Hindi & Gujarati.
• MARITAL STATUS:	Married.
• NATIONALITY:	Indian.
• ADDRESS:	37/2, Sarika Society, Samratnagar, Ahmedabad, Gujarat 382443

DECLARATION

I hereby acknowledge and authenticate every bit of information mentioned in this document is correct by all means.

YOUR FAITHFUL
VATSAL PATEL