

Abhishek Danalakota

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CAREER OBJECTIVE

Highly skilled and dedicated Engineer with a superb work ethic and customer satisfaction record. Adapt at working well independently or as a member of a professional engineering team. Strongly mindful of and knowledgeable about all relevant products related to the Microsoft cloud architecture. Desktop Support Skills and software maintenance in both windows and mac environment. Knowledge on hardware component of computer and troubleshooting real time issues.

PROFESSIONAL ABILITIES

- Azure Function apps, Azure DevOps & Terraform.
- Configuring Azure DevOps organisation right from scratch like setting up Service connections, creating environment & pipelines.
- Implementing branching strategy in Azure DevOps git and enforcing developers to use develop branch for new features.
- Working experience on advisory cases where complex architecture needs to be managed without security compromise.
- Configuration and troubleshooting of On-premises Multi-factor Authentication Server and integration with 3rd party services like radius.
- In-depth knowledge on office 365 security and compliance admin centre.
- Configuring Power BI Dashboards and Power BI gateway connections.
- Troubleshoot connectivity to Office 365.
- Exclusive working experience in ITSM environment.

PERSONAL ABILITIES

- Will to work under immense pressure to meet the client requirement.
- Meet the SLA as per the process requirements.
- Ability to communicate technical data to non- technical individuals.
- Customer handling and communicating both over the phone and email.
- Wiling to learn new technology at a great pace.
- Work with a team and perform as a team player.

CAREER HISTORY

Current Employer - Ernst & Young Ireland

Designation - Cloud/DevOps Consultant

Line of business - Platform Delivery team

Date - from 06 Sep 2021 – till date

Job roles and responsibilities:

- Writing yaml CI/CD pipelines to deploy Function apps in Dev/Test/Prod environments.
- Writing automation yaml pipelines to deploy power platform CRM solutions in Dev/Test/Prod environment.
- Implemented complete automation of CRM solutions deployment onto different environment right from the scratch.
- Implementing branching strategy, governance, automatic triggers, approval gates and validation checks in Azure DevOps organization.
- Writing terraform scripts to deploy Azure infrastructure.

- Implementing Azure solutions while aligning with best practices recommended by MSFT without compromising security.
- Involving in Design Authority meeting to discuss on implementation of new requirements.
- Provision and deprovision of user account in Azure Active Directory and Power Platform.
- Implementing Conditional access policies to restrict access on specific resources to mitigate risks.
- Creating dynamic Azure AD groups.
- Troubleshooting users access issues by checking users activity logs, licensing, roles etc.
- Created estimations documents to procuring Azure, Office E5 & Dynamics 365 licenses from SoftwareOne.
- Auditing Cloud infrastructure to achieve desired compliance and analyse gaps.
- Problem management resolves the root causes of incidents to minimize the adverse impact of incidents and problems caused by the errors in the infrastructure.

Current Employer - Genpact Ireland Ltd

Designation – Developer Support Engineer

Line of business – Facebook Marketing API's

Date - from 09 Mar 2020 – 31 Aug 2021

Job roles and responsibilities:

I work with Facebook's Platform partners, marketers, and advertisers, as the point of contact for developers, focusing on helping them build engaging and social applications using the Facebook Platform. I assist developers by providing creative solutions to challenging technical issues.

- Provide effective technical consultation to Facebook developers regarding all products and services.
- Decipher and troubleshoot bug reports and maintain communication with Product Engineering for further assessment.
- Debug code snippet and coding samples from developers and fix their issues.
- I am the point of contact for Platform developers and manage technical product issues and escalations,
- delivering the highest level of developer satisfaction
- Build product insights from developer experience/sentiments and work with cross-functional partners to
- take appropriate action.
- Writing technical emails to developers to make them understand about the issue and drive them to solution.
- Assist developers with Facebook API integrations using Graph API Explorer
- Troubleshooting production issue related to Facebook APIs and document the processing
- Drive to meet or exceed daily performance metrics related to key performance indicators
- Engage with the operations and engineering teams to build, drive and improve our tools and processes

Current Employer – IBM India Pvt Ltd

Designation – Associate System Engineer

Line of business – Identity and Management

Date - from 14 Feb 2018 – 17 Jan 2019

Job roles and responsibilities:

Worked as IT security delivery specialist handling Australian clients (NAB, TfNSW & TAC) and supporting them in maintaining their active directory and information security, providing infrastructural Services to Clients.

Handled the application support team responsible for Identity and access management of the clients

- Experience managing user life cycle and integrating application requirements in a shared services framework
- focused on provisioning, de-provisioning, entitlements and role-based access control
- Strong knowledge and experience managing the following IAM activities: ID administration, provisioning,
- governance/auditing, IAM reporting, IAM tool operations
- Maintained in-depth knowledge of the IBM and client products and information security best-practice
- Worked on Linux servers for providing access to new customers and stakeholders
- Experience in software development lifecycle (Agile)
- Investigate and troubleshoot issues and developing solutions for our customers while understanding their business needs
- Worked on IBM internal tools to monitor network, servers and applications
- Worked under pressure to meet the deadlines even when the team leads moved to different projects
- Resolve escalated hardware and software issues related to LAN/WAN

CERTIFICATIONS

- Microsoft Certified Azure Administrator(AZ-104)
- Microsoft Azure Fundamentals Certified (AZ-900)
- Amazon Web Services Cloud Practitioner Essentials (Second Edition)
- Agile Scrum Trained (Genpact)
- Online Basic Lean Certified (Genpact)
- Certified Network Security Specialist (CNSS)
- Certified ITIL V3 foundations (Genpact)
- Terraform Associate certified

EXTRA CIRCULAM ACTIVITIES

- Participated in Irish Cancer society Marathon and raised few euros.
- Host Cloud Platform team catchups meetings every week by getting agenda.
- I was a part of KBC DUBLIN MARATHON 2019 given my services as helpdesk volunteer and very happy to meet new people.
- Active member of engagement activity Genpact conducting Fun @ Friday sessions leading to engage every team member from different teams to participate and make them refresh.

EDUCATION

Master's in Data Analytics, Dublin Business School

2019-2020

Completed Master's in Data Analytics in Dublin (2.1)

Bachelor of Technology in Computer Science, JNT University

2013-2017

Completed Bachelor's in Computer Science with 1.1