Abhishek Danalakota

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Abhishek Danalakota (Technology Consultant Azure & Office 365)

CAREER OBJECTIVE

Highly skilled and dedicated Engineer with a superb work ethic and customer satisfaction record.

Adept 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.

KEY SKILLS AND COMPETENCIES

- Expert in troubleshooting Azure Function apps & App service plans.
- Configuring Application registration and Enterprise Applications in Azure.
- Configuring Service principle to Azure DevOps.
- Deploying infrastructure using terraform and arm templates using Azure DevOps.
- Managing users in Azure Active Directory and Power platform.
- Configuration on customized RBAC access and Privileged identity management.
- Configuration of Azure Multi-factor authentication and Conditional Access policy.
- Configuration and managing Azure key vaults, Blob storages & Function apps.
- Configuration of Azure Single Sign On with third party apps like Twilio etc.,
- Managing users on Linux and Windows servers.
- Deploying Power BI On-premises Data gateway and configuring with Power BI Services.

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 chieve 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 – Technical Consultant
Line of business – Microsoft Premier Cloud Support
Date - from 09 Mar 2020 – 31 Aug 2021

Job roles and responsibilities:
- Resolving Exchange online Escalations as well as IDO related issues
- Budgeting Customers Azure workloads using Azure Cost Analysis.

- Troubleshooting on Conditional access policy and other complicated compliance issues.
- Troubleshooting Group based licensing from Azure.
- Configuration of Azure VM, and maintenance and Performance optimization.
- VM hardening and server hardening in the cloud.
- Managing the networking infrastructure of private cloud(azure) Troubleshooting DNAT and SNAT in azure firewalls, working with multifactor authentication issues.
- Troubleshooting Azure AD connect tool Resolve issues on call or chat with Microsoft Premier Customers.

Current Employer – IBM India Pvt Ltd
Designation – Associate System Engineer
Line of business – Microsoft Premier Cloud Support
Date - from 14 Feb 2018 – 17 Jan 2019

Job roles and responsibilities:
- Provided worldwide technical support for Microsoft Services Online.
- Assisted companies in migrating their local services to Microsoft hosted Cloud services as part of their cost reduction projects.
- Received calls from Information Technology Managers and Microsoft Partner organization in support of Microsoft Office 365.
- Weekly metrics reporting to management and collection of staff's status reports.
- Meeting and improving established service delivery SLA's
- Oversees the architecting and delivery of end-to-end automated solutions which includes technical implementation of ITSM and ITL processes, workflow customization, ticketing, process automation, report development and dashboard creation.
- Identify improvement opportunities and keep asking the right questions to help the client find the optimal solution.

CERTIFICATIONS
- Microsoft Certified Azure Adminitrator(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