**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.

**WORK 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 Azure Functions application code and power platform CRM solutions in Dev/Test/Prod environments
* Implementing branching strategy, governance, automatic triggers, approval gates and validation checks in Azure DevOps organization
* Writing PowerShell scripts and use Infrastructure as Code (IaC) like Teraform to deploy Azure infrastructure
* Troubleshooting and supporting any incidents that are related to (Azure Active Directory, AD Conditional access policies, Azure DevOps, Automation accounts, Key Vault, AVD, Azure Windows & Linux servers VM’s, Firewall, Azure Backup, CosmosDB etc)
* Build Power Automate flows to automate provisioning of Azure AD users, refreshing access token and automate data refresh on storage account.
* Configuring Power BI Dashboards and Power BI gateway connections.
* Manage Azure AD identity which includes Conditional access policies, Privileged Identity Management to restrict access on specific resources to mitigate risks and manage Azure devices using Intune.
* Collaborating with global EY stakeholders to deliver the assigned projects within the defined timeframe.
* Created estimations documents to procuring Azure, Office E5 & Dynamics 365 licenses from SoftwareOne.

**Current Employer -** Genpact IrelandLtd

**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.

* Assist developers with Facebook API integrations using Graph API Explorer
* 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.
* As part of 24x7x365 operational model, I was acting as the point of contact for Platform developers to manage technical product issues and escalations to meet the SLA and maintain service availability
* Build product insights from developer experience/sentiments and work with cross-functional partners to take appropriate action to build, drive and improve Facebook tools and processes.
* Writing technical documentations to developers to make them understand about the issue and drive them to solution.
* Drive to meet or exceed daily performance metrics related to key performance indicators (KPIs)

**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 (IAM) of the clients

* Experience managing user life cycle and integrating application requirements in a shared services framework.
* Managed Network Access and Firewall administration using IBM BigFix.
* Created Action Scripts and Fixlets to automate deployments and changes to the client data and security.
* Analysed and clarified customer technical inquiries related to Active Directory and RSA Token Authentication.
* Strong knowledge and experience managing the following IAM activities: ID administration, provisioning, governance/auditing, IAM reporting, IAM tool operations.
* Worked on Linux servers for providing access to new customers and stakeholders.

**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

**PROFESSIONAL ABILITIES**

* Configuring Azure DevOps organisation right from scratch like setting up Service connections, creating environment & pipelines.
* Working experience on advisory cases where complex architecture needs to be managed without security compromise.

**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.

**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