

# Ashok S

App/Cloud Support Analyst

## Contact

### Address

Mumbai, MH, 400070

### Phone

989 463 6091

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ashokpalanikumar19@gmail.com

## Skills

Server support



On premise/Cloud support



Technical support and assistance



Azure/Commvault Administration



Support ticketing systems



## Languages

Tamil/Hindi/English

Experienced App/cloud support Analyst with over 5.2 years of experience in IT industry. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits.

## Work History

2019-02 -

Current

### App/Cloud Support Analyst

*Accenture Technologies, Mumbai, Maharastra*

- Administration of cloud infrastructure with Microsoft Azure Platform.
- Managing 2500+ clients across North America & Europe regions.
- Managing Commvault backups in Azure cloud storages.
- Managing and administration all backups and restoration issues.
- Managing all OS related and software relate issues on all OS platforms.
- Managing new VM builds and delivery to the customer.
- Managing OS level patching activities for windows servers through WSUS.
- Managing backup and recovery on azure recovery service vault structure.
- Managing recovery drills by setting up point to site connection on azure isolated virtual networks.
- Managing network security group level policies on azure platform and handling OS level issues.
- Having knowledge on how SAP platform works and resolving OS level windows clustering configuration and related issues.
- Monitoring of VM's resource utilization through azure monitoring and resolving issues.
- Provision/decommission of cloud storage and cost efficient configurations & implementations.

2015-09 -

2019-01

### Project Engineer

*Wipro Technologies, Chennai, Tamilnadu*

Managed two data centers with 70 affiliate countries with approx 7000 client machines across Europe and Asia.

Monitoring and administration of COMMVAULT on windows & UNIX platforms and managing Tape/disk libraries.

Solving L2 technical issues, hardware & software administration including installation and support and ensuring prompt troubleshooting of customer concerns. Policy/capacity/reporting management configuration and administration to the clients requirement.

Managed Commvault version/hotfix/service packs upgrades. Setting up new library configurations, disaster recovery drill managements.

Restoration management based on RPO & RTO across business requirement.

L1 level knowledge on storage concepts on HP3Par,Zoning concepts.

Experienced in Service-now ticketing tool, managing incident, change,problems within SLA.

## Education

2013-06 -  
2015-06

**Bachelor of Arts: Computer Application**

## Certifications

AZ- 900: Microsoft Azure Fundamentals

Az -103: Microsoft Azure Administrator Associate