MD SAKLEN

A S S O C I A T E   C L O U D   E N G I N E E R

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PROFESSIONAL SUMMARY

Dynamic and results-oriented Technical Specialist with over 2+ years of experience in providing comprehensive support and automation solutions. Skilled in utilizing Cloud Platform to optimize service delivery and enhance operational efficiency. Demonstrates strong troubleshooting and problem-solving abilities, ensuring smooth technical operations.

EXPERIENCE

Analyst, 05/2022 - Current

[Birlasoft Limited](#) –Noida. **Client:** TTX Company -United States

- **Operational Health**: Maintain GCP, Azure, and AWS environments for optimal productivity.
- **Resource Management**: Configure/manage resources (VMs, storage) and implement Active Directory for access control.
- **IAM Support**: Manage user accounts in GCP IAM, Azure AD, and AWS IAM, ensuring secure access.
- **Performance Monitoring**: Monitor systems to identify/resolves issues; escalate as needed.
- **Maintenance**: Implement updates and maintenance for security and integrity.
- **Support Management**: Track support requests for timely resolution and customer satisfaction.
- **Troubleshooting**: Collaborate with teams to resolve complex cloud infrastructure issues.

CERTIFICATIONS

- **Google Certified Associate Cloud Engineer**
- **Microsoft Cloud Support Associate – AZ-900**
- **Microsoft IT Support Specialist – MS-900**
- **Agile Scrum Essentials**

EDUCATION

- **B. TECH: 2023-26**
  COMPUTER SCIENCE ENGINEERING
  M.I.T.S, BHOPAL, MP

- **DIPLOMA: 2017-20**
  COMPUTER SCIENCE ENGINEERING
  J.U.T, RANCHI, JHARKHAND

TECHNICAL SKILLS

- AD / MICROSOFT ENTRA ID
- STORAGE
- NETWORKING
- APPLICATION TESTING
- SERVICENOW
- LINUX, WINDOWS OS
- IAM AND SECURITY COMPLIANCE
- DATABASE MANAGEMENT

KEY STRENGTHS

- EFFECTIVE COMMUNICATION SKILLS
- ANALYTICAL PROBLEM SOLVER