

Madhuri Sabala

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A dynamic professional with 14+ Years of IT experience. Looking for Infrastructure Service Delivery Manager or Program Manager roles.

Profile Summary

- 3+ Years of experience as Technical Account Manager, Transition Manager and Program Manager for multi cloud environment.
- 5+Years of experience as a Technical Team Lead and Subject Matter Expert (Azure IaaS and Windows Server)
- 1 Year of experience as a Microsoft Senior support engineer (Azure and Windows Server)
- 5+Years of experience as a System Administrator (Windows Server and VMware)

Trainings

- Have undergone trainings and acquired certifications on ITIL, Azure and Windows Server.
- Recently started with Project Management Professional Certification program.

Work Experience

- Worked as a **Cloud Consultant** at **Sonata Information Technology Ltd**, from May 2021 till May 2023. Worked as a Technical Team Lead for a 40 Members team focused on implementation, migration, and technical support for 100+ Azure CSP and Managed Services Customers.
- Worked as a **Senior support engineer** for Azure VM team in **Microsoft**, under the payroll of Quantum leap consulting from Sep 2020 to May 2021.
- Acquired MCT (Microsoft Certified Trainer) certification and worked as a freelance Azure trainer during career break (Oct 2019 to Sep 2020)
- Worked as a **Technical Specialist** in **Mindtree Limited**, Bengaluru from June 2015 to Oct 2019. Worked for **Microsoft client** in different projects and performed various roles as a Windows High availability and Hyper-V support Engineer, Azure SRE and Azure Technical support engineer.
- Worked as a **Windows System Administrator** in **IPsoft Global Services PVT LTD**, Bengaluru from Jan 2013 to Mar 2015, Handled L2 Windows, and VMware administration tasks for 60+ clients across the globe.
- Worked as an **Operations Lead Specialist** in **IBM INDIA PVT LTD**, Bengaluru from May 2008 to Nov 2012. Handled L2 BAU support and project tasks for infrastructure systems running Windows 2003/2008 Servers for global clients.

Education

Bachelor of Technology in **Computer Science and Engineering** (2003-2007) from **AITS** affiliated to **JNTU, Hyderabad**.

Management and Organizational Skills

- Worked as a Transition and Transformation, Technical account Manager, Program Manager and Migration Lead for Azure clients.
- Worked as an SME and escalation point for all the Azure IaaS, failover cluster and Hyper-V related issues in Microsoft.
- Worked as a Change coordinator, Security compliance and Patching Lead.
- Part of Technical hiring and technical training teams for the campus hires and lateral's.

Last Organization: Sonata Information Technology Limited

- Tenure: 2 Years
- Role's: Technical Team Lead, Transition and Program Manager, Technical Account Manager.

Responsibilities as a Technical Team Lead:

- Managing a 40 Member team who provides support and consulting for Cloud Managed services (Azure, AWS, GCP, On premise and O365) and CSP customers, which includes Subscription Management, Billing, Virtual networks, Virtual machines, Backup and recovery, Storage, Load balancers, Alerts configuration, Update Management, log analytics, Azure Firewall, Azure VPN, Internet-Facing Load Balancer, Application gateway, Traffic Manager.
- Responsible for tracking, regular reviews, and completion of all open and ongoing issues.
- Preparing Scope of work documents for Azure, AWS, On-Prem, GCP and M365 Managed Services.
- Conducting and leading the weekly\bi-weekly calls with managed services customers to track the open issues and ongoing activities.
- Collaborate with cross functional teams to understand security requirements, assess risks and develop strategies to mitigate vulnerabilities and threats.
- Responsible for managing the 24/7 team with shifts across technologies.
- Responsible for Ticket, change reviews, Problem management in line with ITIL standards.
- Review and take part in Monthly\Yearly DR drills.
- Responsible for scheduling new joiner trainings, KT sessions with customer's and other stakeholders.
- Responsible for guiding the team in preparing the SOP's, Technical process documentation and customer inventories.
- Working towards reducing the noise and repetitive alerts by analyzing the reports and alert data.
- Part of ISO 20K, ISO 27K and Expert MSP audits conducted for Sonata Information Technology Limited.
- Good exposure on Azure Partner Center, C3 portal, Site 24*7, Managed Engine, Fresh service, Service now tools.
- Good expertise in Cost optimizations and security management.
- Experience in Cloud Managed Services Delivery.
- Responsible to conduct the technical hirings for the Managed Services team across technologies.
- Provide timely performance feedback to the engineers and putting them under improvement plans, technical and soft skills trainings as required.
- Recognize and award the team engineer's based on performance and customer satisfaction reviews.

Responsibilities as a Transition and Technical Account Manager

- Managed 6 end to end transitions of Azure, AWS, GCP and O365 projects from incumbent partners to Sonata.
- Responsible for organizing and leading the customer calls, Preparing the overall transition plan which includes Knowledge transfer from the incumbent partner or customer team, shadowing, reverse shadowing, and signoff from all the stakeholders.
- Responsible for resource identification and assignment for the newly transitioning projects.
- Focused on improving the customer satisfaction by proactively recommending the industry best practices and service improvement plans in terms quality, cost, performance, and security and completing the actions in timely manner.
- Review the incidents and changes to ensure the SLA's and quality of support are met.
- Develop and review the SOP's, KB's, and Manuals to address the day-to-day operational issues.
- Provide timely KPI's and Metric reporting on client resources, policies, procedures, and processes.
- Develop plans to meet client's business growth objectives and targets both technically and financially.
- Working closely with Account managers, Sales, and Project Managers to understand the Client requirements.
- Technical Account Manager for Multi Cloud hosted infra clients, responsible for communication with customers to understand the new requirements, allocate the resources for delivering the requirements by coordinating with internal project managers, reviewing the activities till closure.

- Responsible for creating, reviewing monthly governance reports, and conducting review meeting with Customer's.
- Proactive reporting of security observations and assisting clients with requirements to take appropriate actions in closing findings in line with the Internal and External audit controls.

Responsibilities as a Program Manager

- Good expertise in overall program Management for the assessment and migrating of resources from CSP to EA and EA to CSP.
- Successfully managed the cloud migration for more than 10 large infra customers.
- Worked on end-to-end Migration's from Hyper-V & VMware to Azure cloud.
- Worked on Setting up Azure site recovery for few global environments.
- Working closely with Account managers, Sales, and Project Managers to understand the Client requirements.
- Working on customer POC's by coordinating with OEM's (Microsoft, Google, and AWS) and customers.
- Preparing design documents and architecture diagrams for new and existing Azure Customer's for IaaS implementations.
- Successfully completed enabling the MFA and budget alerts for all the 80+ Azure CSP customer's by handling end to end communications and coordination's with the customer stakeholders and OEM's.
- Attending Customer meetings to understand the requirements and deliver accordingly.
- Working closely with Pre-sales teams to gather and work on POC requirements.
- Onboarding customer's and acting as primary point of contact for all operations related escalations.
- Excellent verbal and written communication skills and good expertise in handling global clients.

Previous IT Experience:

➤ Organization: Microsoft Corporation

- Payroll: Quantum Leap Solutions
- Tenure: 10 Months
- Role: Senior Support engineer for Azure Virtual Machine (VM configuration, Setup, Storage and Performance) related issues

➤ Organization: Mindtree Limited

- Client: Microsoft
- Tenure: 4.5 Years
- Role's: Azure CXP Engineer, Azure Site Reliability Engineer and Technical lead, SME and Escalation engineer for Windows failover cluster and Hyper-V related issues. Have lead the project transition's and after transition delivery from incumbent partners to Mindtree.

➤ Organization: IPsoft Inc

- Client: Shared delivery for Global clients based in USA, UK and India regions supporting and Managing Windows Server's and VMware.
- Tenure: 2 Years
- Role: System Administrator (Windows Server, VMware)

➤ Organization: IBM India Pvt Ltd

- Clients: Global Clients based in UK, Australia, Singapore, and Malaysia regions. Supporting and administrating Windows and VMware Servers.
- Tenure: 4.6 Years
- Role: Operations Lead Specialist (Windows Server, VMware, Compliance and Patching)

Awards and Recognitions

- Received DNA and Peer award's for successfully completing Azure Expert MSP audit and Migration projects in Sonata.

- Received appreciations from CEO and CFO for on time completion of a critical CSP to EA migration which saved huge cost for customer.
- Received Spot-On awards HATS OFF, EUREKA, UNSTOPPABLE from Managers and peers for exhibiting collaborative spirit, sharing knowledge, showing utmost dedication in Mindtree.
- Received Top performer award for receiving best QOS survey from Clients in IPsoft Inc
- Received Bravo Award for the outstanding performance in IBM.

Certifications

- ITIL V3 Foundation Certified
- Microsoft Azure Fundamentals (**AZ-900**)
- Microsoft Azure Administrator (**AZ-103 and AZ-104**)
- Microsoft Azure security engineer (**AZ-500**)
- Microsoft Azure Architect (**AZ-303 and AZ-304**)
- Microsoft Security Compliance, and Identity Fundamentals (**SC-900**)
- Microsoft Security Operations Analyst (**SC-200**)
- Microsoft Certified Trainer (**MCT 2020-2023**)
- Microsoft Certified Professional (**MCP**)

Personal Details

- DOB: 24-03-1986
- Gender: Female
- Marital Status: Married
- Languages Known: English, Hindi, Telugu, and Kannada
- Location: Bengaluru