## EXPERIENCE

* **Support Engineer| Microsoft EPS Process | Concentrix Daksh Services India Pvt. Ltd. , Pune** (June ’21 – Present)

Work on support tickets. Responsible to research and troubleshoot the issues related to Microsoft Sentinel and Microsoft Defender for Cloud. Document the troubleshooting performed on the ticket. Escalate the issues to the product group team. Deliver triages on monthly basis.

* **Sr. Quality Analyst | YouTube | Concentrix Daksh Services India Pvt. Ltd, Gurgaon** (Jan ’18 –Jan ’21)

Review cases to check if proper Quality metrics was followed. Perform Root Cause Analysis. Conduct feedback and calibration session. Maintain Quality reports.

* **WFM Executive | Field Service Operations team | Ericssion India Pvt. Ltd, Gurgaon** (Apr ’15 – Jan ’21)

Worked on click schedule tool to create and assign alarms to field engineers. Responsible to create a consolidate site database of PAN India. Work on automation of alarms.

**EDUCATION**

* Electronic and communication Engineering | Uttarakhand Technical University, Dehradun CGPA: 7 (Aug ’10 – Jul ’14)
* XII (CBSE) | Rose Public School, Bihar 72% | 2009

**SKILL**

* Microsoft Defender for Cloud ( Just-in-time, Adaptive Application Control, Vulnerability Assessment, Security Recommendations)
* Microsoft Sentinel (Analytics rules, Data Connectors, Automation Rule, Workbook, Notebook)
* Azure Policy (Policy Assignment, Policy Compliance, Policy Exemption)
* Kusto Query Language
* PowerShell

**CERTIFICATIONS**

* Azure Fundamental (Az-900)