
Kalki Prasad A

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Summary

A results-driven System Engineer with expertise in **system analysis, troubleshooting, and process optimization**, committed to enhancing **performance, security, and efficiency**. Skilled in **root cause analysis, defect tracking, and resolution**, ensuring seamless **technology integration and workflow optimization**. Adept at **collaborating with stakeholders** to align business objectives with IT solutions while maintaining a strong focus on **system audits, compliance, and continuous improvement**. Known for **problem-solving, analytical thinking, and technical expertise**, delivering **innovative solutions** that drive **system efficiency and operational excellence**.

Experience

Q Spider - Trainee Engineer

11/2020 - 05/2021

Chennai, India

- Gained knowledge in databases, SQL queries, and QA principles and processes.
- Expertise in identifying Customer Requirement Specification Tracing Matrix and preparing test cases, test scenarios.
- Good understanding of defect reporting, tracking, and management.
- Well, exposure in SDLC and STLC lifecycle.
- Had a basic understanding of UI testing, compatibility testing, security testing, load and performance testing, functional testing, system integration testing, and end-to-end testing.
- Flexible and adaptive to work in any environment, to accept challenges irrespective of their complexity, with a positive attitude.

3i infotech - System Analyst

05/2021 - 05/2024

Chennai, India

- Unraveling complex challenges and providing exceptional solutions in Server Configuration ,Google Workspace, Azure, Office 365, Directory Services, Windows OS, Exchange Server, SQL Server Backup and Backup & Replication, Virtualization, Storage, Email Security & deployed patches in server.
- Having keen Knowledge and gained experience in Azure Active Directory, Microsoft 365 Defender, Exchange Online, Microsoft Endpoint

Skills

- **Programming Languages:** Python
- **Database:** SQL ,MongoDB
- **Visualization Tools:** Pandas, NumPy, Seaborn, Matplotlib, Tableau.
- **Web Development:** HTML, CSS
- **Testing:** Manual & Automation Testing with Selenium ,Agile Methodology SDLC,
- **Virtualization:** VM Ware, Citrix
- **Version Control:** Git and GitHub
- **Deep Learning Frameworks:** TensorFlow, PyTorch
- **Cloud Platforms:** Azure, Google Cloud Platform
- **Web Scraping Tools:** Beautiful Soup, Selenium
- **ML Techniques:** Logistic Regression, Decision Trees, Random Forest, Naïve Bayes, KNN, SVM
- **Soft Skills:** Problem-Solving, Analytical Thinking, Team Collaboration.
- **Mail Security:** Windows Defender, Mimecast & Proofpoint.
- **Information Security:** Business process Development ,IT Service Management Strategic Planning, IT Governance Framework. IT infrastructure .
- **Management Skills:** KPI Metrics, Quality Management.
- **Microsoft Technologies:** O365 Technologies| Microsoft AD & Exchange | Azure AD |Exchange online | Intune | SharePoint Online | Teams Online |Microsoft Security |

Manager, SharePoint, OneDrive, and Microsoft Teams, Adeptly manage users, groups, enterprise applications, conditional access, and compliance policies while conducting thorough threat investigations, email and collaboration alerts, vulnerability management, and endpoint security to fortify cloud-based services and applications, empowering efficient collaboration and safeguarding critical data with meticulous monitoring, advanced detection rules, and proactive threats.

- Collaborate with technology vendors and service providers to ensure seamless integration of hardware and software components by deploying packages via login script.
- Resolved escalated issues and managed project plans while providing status updates to management with in the SLA As per ITIL Norms.
- Collaborated closely with team members and worked with Cross Functional teams by Prioritizing the Task to achieve project objectives and meet deadlines to presented technical proposals for clients.
- Developed technical documentation such as flowcharts, diagrams, and process maps.

Languages

Tamil: First Language

English:	C2	Telugu:	B2
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Proficient (C2)		Upper Intermediate (B2)	

Microsoft Compliance | Exchange onprem

Education and Training

Expected in 06/2025

SRM Institute of Science And Technology

Chennai

Master of Technology: Artificial Intelligence & Data Science

03/2021

KCG College Of Technology

Chennai

Bachelor of Engineering: Electrical, Electronics And Communications Engineering

References

References available upon request.