Harini Priya A

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Career Objective

Results-driven cloud professional with 3 years of experience in technical support. Seeking a challenging role to leverage my expertise in cloud technologies and incident management to contribute to the success of impactful projects

Skills Summary

- Cloud Platforms : Microsoft Azure services, including Virtual Machines, Storage Accounts, and App Services.
- Identity and Access Management : Azure Active Directory (AAD), Role-Based Access Control (RBAC)
- Infrastructure Monitoring : Azure Monitor (Application Insights, logs, and metrics)
- Incident Management Tools : ICM and ServiceNow
- Security Management : Azure Key Vault
- Business Continuity and Disaster Recovery : BCDR Drills and Resilience Testing
- Reporting and Analytics : Power BI for Dashboard Reporting, Alert Noise Reduction
- Patch Management: Ensuring security and compliance of cloud infrastructure

Professional Experience

Systems Engineer - Infosys Limited   Nov 2021 – Present, Chennai
Project Name: Microsoft Learn Engineering   *Learn Portal*

- Proficient in Azure cloud platform and managing a high-traffic website hosted on Azure App service, ensuring high availability and seamless performance
- Managed and maintained Azure cloud resources, including virtual machines, storage accounts, and databases, ensuring high availability and performance
- Implemented and managed Azure Active Directory for identity and access management, including role-based access control and Multi-factor authentication
- Monitored system performance and health using Azure Monitor and responded to incidents and outages,maintaining an uptime of 99.9 percent
- Utilized ICM and ServiceNow for incident management, resolving issues related to Azure log alerts and customer reported problems within SLA timeframes.
- Continuous monitoring by creating rules and alerts using Azure Monitor
- Granting access to moderators for websites through the utilization of POSTMAN API tool
- Administered Azure Key Vault, managing keys, secrets, and certificates for secure and compliant data management
- Implemented and managed work items and user stories in Azure Boards using Azure DevOps
- Conducted monthly patching for virtual servers to ensure systems were updated with the latest security patches
- Executed BCDR (Business Continuity and Disaster Recovery) drills to ensure service preparedness and resilience
- Prepared and presented weekly and monthly reports using Power BI dashboards, performed analysis to reduce noise alerts, improving report accuracy and relevance
- Worked in rotational shifts, including on-call support, to provide 24x7 support as per business requirements
- Created and maintained documentation and Troubleshooting Guides (TSGs). Trained new joiners to ensure smooth onboarding and effective knowledge transfer
- Strong skills in providing effective and responsive support, with a positive attitude towards solving issues and delivering solutions
- A strong team player with excellent communication skills, capable of working cross-functionally and eager to learn and grow.

Certifications

Python Course for Beginners With Certification: Mastering the Essentials   May 2024
Credential ID: jel8kNRmaF

Microsoft Certified: Azure AI Fundamentals   April 2023
Credential ID: 20CF7DEC2C92CA8

Microsoft 365 Certified: Fundamentals   January 2023
Credential ID: BA6081454FBA60C7

Microsoft Certified: Azure Fundamentals   December 2022
Credential ID: 3456307AB2400EC8

Education

Guru Nanak College, Chennai   2018 – 2022
B.Sc in Physics
CGPA: 8.9/10