Pallavi AN

Contact No. : +91-8050643486

E-mail: pallavinagesh94@gmail.com

Bangalore

Karnataka-560057.

Career Objective

To associate myself with a growth-oriented environment, which would help me apply my skills in the areas of my expertise and be a part of the organization's success with equal opportunities for self-growth.

Experience summary:

- 7 years of experience in Implementing and Supporting Azure Identity and Access management and Azure Infrastructure.

- Good knowledge on Azure Active Directory (AAD) and Active Directory Federation Services (ADFS).

- Hands on experience on SAML and OAuth Azure App integration in Azure AD.

- Worked on Azure Privileged access Management, conditional access policies and MFA.

- Hands on experience with Deployment tool like Microsoft SCCM for Software delivery and Patch Management.

Domain / Technical Expertise

- **OS Platforms:** Windows Server 2012 and 2016.
- **Cloud Platform:** IaaS and SaaS on Microsoft Azure.
- Software delivery and Patching Windows Servers using SCCM.
  Ticketing Tool: Service Now, HPRemedyforce.

Work Experience

Currently working for NTT DATA Services from 4th Jan 2022 to present.

Worked in SpanIdea Systems Pvt Ltd from 5th Sep 2021 to 28th Dec 2022.

Worked in Capgemini India Private Limited., Bangalore from 13th May 2019 to 6th Sep 2021.

Worked in ITC Infotech India Private Limited., Bangalore from 14th April 2016 to May 2019.

Project Details:

Project 3: Humana

Role: As Software Development specialist in NTT DATA Services.

Project 3: Pearson

Role: As Senior Software Engineer in SpanIdea Systems Pvt Ltd.

Project 2: Volvo

Role: As Technical Consultant in Capgemini India Private Limited.

Project 1: KONE

Role: As Associate Technical Consultant in ITC Infotech India Private Limited.

Duties and Responsibilities Handled related to Projects:

Working for projects as L2 and L3 support by performing below tasks

- Primarily worked on Azure Identity and Access management.
- Azure AD SSO service for Cloud and on premises Applications.
- Worked on SAML and OAuth Azure Applications integration in Azure AD.
- Configured Azure AD Connect to integrate on-premises directories with Azure Active Directory and troubleshooting the sync errors.
- Good understanding of on premises Active Directory configuration.
- Worked on Azure conditional Access policies, Privileged access Management and MFA.
- Worked on Azure Information Protection – Client upgrade and Label creation.
- Worked on Azure Infrastructure like Creation of Virtual Machines, Resource Groups, Recovery Services Vault, Backups, Azure Run book as per requirement.
- Troubleshooting of Microsoft Azure issues, Application SSO and sync issues on basis of tickets.

- Various other tasks performed apart from working on Azure namely:
- Reporting to the Group Manager for technical escalations, analyze top-issues and driving the issue and provide action plans to streamline processes.
- Handled escalated Support tickets till closure for Azure Cloud Platform.
- Possess excellent communication skills with demonstrated abilities in team management and customer relationship management.
- Incidents handling by acting efficiently and resolving the issues within the specified Service Level Agreements.
- Change Management – Raising changes as and when required and implementing them.

Certification:

Certified AZ-900: Microsoft Azure Fundamentals on June 5, 2021

Competencies

- Logical and analytical skills.
- Adaptable and willing to learn new technologies.
- Professional Relationship & Team Management.
- Good listening and communication skills.
- Good Presentation skills.
- Confident and positive attitude and Zeal to Achieve Goals.

Qualification

Courses	Board/university	Year of passing	Percentage
B.E (Electronics and Communication)	VTU, Belgaum	2015	63.63%
PUC(PCMB)	Karnataka Board	2011	76.83%
SSLC	Karnataka Board	2009	79.20%

Personal Details

Name   : Pallavi AN

Date of Birth   : 3rd June 1994

Gender   : Female

Nationality   : Indian

Email   : pallavianagesh94@gmail.com

Languages well Known   : English, Kannada, Telugu and Hindi.

Hobbies   : Travelling, Playing Badminton and Craft works.

Declarations

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Pallavi AN