Madhukar Prasad

Senior Cloud Engineer

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Summary

As a versatile Cloud Engineer with over 15 years of experience in various technologies, including Azure and AWS, I am well-versed in designing, building, and maintaining scalable and high availability cloud infrastructures. My expertise includes Azure administration, cloud engineering, and infrastructure management. I have a strong background in healthcare, financial, supply chain, and energy domains in cloud infrastructure development, management, monitoring, and support. I have a proven track record of collaborating with Data Scientists, Data Engineering, and Software Developers team to design and implement infrastructure solutions that align with project objectives, while also providing technical support to troubleshoot issues.

Skills: Agile Methodologies · DevOps · Microsoft Azure · Snowflake Cloud · Software Development · Machine Learning Data Structures · Data Mining · Python · SQL · JavaScript · Git · Kubernetes · Terraform · Docker, Azure Networking, Azure App Services, Azure VM, Azure AD, Azure Storage, Postgres SQL, Tableau, Azure DevOps, SAS (Enterprise Guide, Enterprise Miner, Viya), Teradata Studio, Microsoft SQL Server, SAP/SAP Fiori, Microsoft Visual Studio, Microsoft Visio, Erwin

EDUCATION

* Master of Information Systems from University of Arkansas - 2021-2024
* MBA in Information Systems from Sikkim Manipal University - 2011-2013
* Bachelor of Commerce from University of Mumbai – 1992-1997

CERTIFICATIONS

* Azure Fundamentals, Azure Networking Engineer Associate, Azure Developer Associate, Azure Administration Azure Solution Architect Azure Security Engineer Azure Devops Engineer Expert, ITIL V3 Expert, Prince Practitioner, MCSA SQL Server 2012/2014

Work experience

**Senior Cloud Engineer**

**Sep '2022' – Aug ‘2023’**

[**CH Robinson**](https://www.chrobinson.com/en-us/)**-Minnesota US**

Designing and implementing ML infrastructure that enabled teams to build, deploy, and iterate on models with ease. Extensive work Experience in deploying and troubleshooting large server deployments on the cloud. Support data scientists and business analysts to ensure they have access to the reliable, quality data needed for models and applications in the environment.

Extensive work with technologies such as Kubernetes, Docker, and Azure for the deployment and management of ML pipelines like Astronomer for managing and monitoring Airflow workflows, and Snowflake for storing, versioning, and performing analytics on large data sets. 

Utilizing tools like Astronomer for managing and monitoring Airflow workflows, and Snowflake for storing, versioning, and performing analytics on large data sets using Tableau.

Good Understanding in ML techniques like Clustering, Classification, Regression and using Branching Strategy for GitHub for managing repository, pull push changes to feature branch, Development Branch and Production branch using Atlantis apply through infrastructure as a code and Managing Azure infrastructure with custom CI/CD Pipelines, implementing Terraform, GitHub, and Atlantis using terraform.

Create Redis, Postgres Flex and Azure Blob storage using Terraform modules and scaling the azure Redis cache for cost optimization. Configured DNS using Infoblox to create short URLs to improve accessibility and user experience. Configured AAD groups to ensure appropriate access to apps and people and implemented and maintained access controls to protect sensitive information.

Partnered with Devops team for Accelerating software development using Git, Docker, Test Driven Development, Azure DevOps for creating CI/CD Pipelines, developing, and deploying software quickly, and maintaining/versioning multiple applications using Azure App Services and API Management.

Managing complex, distributed systems by creating tools for automatic monitoring, scaling, and management, using technologies like Kubernetes, Grafana, AKS, Prometheus and Managing Azure infrastructure with custom CI/CD Pipelines, implementing Terraform, GitHub, and Atlantis.

Platform - Azure Kubernetes Service Cluster, Snowflake Cloud, Azure Machine Lear Terraform, Cloud Operations, CI CD Engineering, Azure Devops, Cloud IAM, Datadog, Astronomer, Kubernetes, Helm, Key vaults, and Atlantis

**Senior Cloud Engineer**

**Aug '2020' - Aug '2022'**

[**SmileDirectClub**](https://smiledirectclub.com/?utm_source=google&utm_medium=cpc&utm_campaign=15064648944&utm_term=135684371504&utm_content=652707268206&gad=1&gclid=CjwKCAjw-IWkBhBTEiwA2exyO6xMwvmZszmy7Z_vcZEe9teTn0-b6v3f6mQS0EEHnaKbQisP-IszWRoCSC4QAvD_BwE)**-Nashville, Tennessee, United States**

Responsible for managing and maintaining Azure resources, ensuring their availability, performance, and security, provisioning and configuring Azure services, managing role base access controls and monitoring performance.

Configured and Managed Virtual Networks, Network Security Groups, Name Resolutions, DNS, Azure Domain Controller, Azure Load Balancer, Azure Virtual Wan, Virtual Network Peering and Monitored virtual networking.

Managed Azure Active Directory, Managed Users and Groups, and deployed and maintained applications in multiple environments.

Partnered with Network Architect to establish and manage connectivity between on-premises networks and Azure resources. This includes setting up site-to-site VPN connections, configure load balancers, application gateways, and traffic manager to distribute traffic and ensure high availability and scalability for applications hosted in Azure Resource Group and Azure Virtual WAN using site to site connectivity.

Setup Datadog monitoring across different servers and AWS services. Created Datadog dashboards for various applications and monitored real-time and historical metrics.

Created system alerts using various Datadog tools and alerted application teams based on the escalation matrix.

Set up service principle in all the environments to connect to external applications using an API interface. Using Azure Advisor recommendation for cost optimization for the resources in the environment.

Design and implement scalable, reliable, and secure infrastructure solutions on AWS for SDC. This involves creating and configuring virtual networks, deploying, and managing instances, setting up storage solutions, and implementing security measures and using tools such as AWS CloudWatch to monitor the environment.

Platforms Infrastructure - Azure SQL, Amazon Web Services, Azure Infrastructure, Azure Devops, Terraform,

Video Indexing, Data Lake Storage, Virtual Wan, ServiceNow, and Server Migration

**Cloud Engineer**

**Feb '2020' - Jul'2020'**

[**KPMG US**](https://tax.kpmg.us/services/international-tax.html?utm_source=google&utm_medium=cpc&utm_campaign=7014W000001GJGOQA4&cid=7014W000001GJGOQA4&gclid=CjwKCAjwhJukBhBPEiwAniIcNUm-vs8MsU3pFI23-TGXx2p8ql9UCh26nlS1k8_I7OBuDx4y2RAjABoCAKQQAvD_BwE)**-Woodcliff Lake, New Jersey, United States · On-site**

Design, deployment, configuration, and management of Azure infrastructure components, including virtual machines, storage accounts, virtual networks, and resource groups. 

Monitor Azure resources and services to ensure their availability, performance, and cost optimization including the use of monitoring tools, performance metrics analysis, issue identification and resolution, and resource allocation optimization. Leverage Azure automation tools such as Azure PowerShell, Azure CLI, to automate routine tasks, streamline processes, and improve operational efficiency. 

Collaborate with other teams, such as developers, network administrators, and security personnel, to support their needs in the Azure environment. Accountable for production support of KPMG Audit, Platform, Advisory, and Cloud-based applications, and services (IaaS and PaaS) and Maintain documentation, including standard operating procedures, architectural diagrams, and configuration details. 

Provide technical support and troubleshooting for Azure-related issues, working closely with stakeholders to resolve problems, escalate when necessary, and ensure service-level agreements (SLAs) are met.

Platform - IT Infrastructure Operations, Application Support, Network Monitoring, Server Administration, SCOM and Documentation.

**Sr Server Engineer**

**Dec '2017' - Jan'2020'**

[**JBHunt Transport Co**](https://www.jbhunt.com/)**-Lowell, Arkansas, United States · On-site**

Installing and Configuring Azure QA VDI Labs. Applying Tags to VM in Azure using PowerShell, Managing Azure Subscriptions and creating action groups in Azure. Applying Policies on Resource Groups and configuring resource locks in Azure.

Managing role-based access and Installing and Configuring Storage Accounts using SAS, Storage Explorer, Managing Access Keys, and monitoring the storage account using Log Analytics.

Creating Dev Test Lab Environment for 25 Applications for developers which would help them to do the Integrating testing in the Azure Environment.

Monitoring Builds for Applications and Infrastructure Releases and using change management and release management process for Dev, Test, QA, Non-Production and Production Environment.

Monitoring Production and Non-Production Environment for JBHunt Environment for Cisco AMP Alerts, Critical agents, Windows Servers, Scorch, SCOM, Server Availability, Azure Paas SQL using Squared Dashboard for Critical Application Performance Report.

Platform - System Centre Suite, Azure Infrastructure, Hyper - V, Dynatrace, Extra hop, Server Deployment, ITIL Process Implementation, Application Management, Service Now.

**Server Engineer**

**Feb '2016' - Nov '2017'**

[**Chevron Corporation**](http://www.chevron.com/)**-India, · Remote**

Acted as a first line of defense in solving customer support requests and coordinating and prioritizing timely resolutions with engineering teams.

Worked closely with customer security architects, security engineers, InfoSec, and DevOps teams within mid-to- large enterprises to implement best in class cloud security solutions.

Proactively identified and remediated incidents that potentially could have caused business impact.

Analyzed the business challenges faced by the customers to appropriately map the features in the security environment.

Monitored and removed /silenced unnecessary alarms from the system, which allowed the team to react to important ones more quickly and Experience in creating and managing Azure Virtual machines using ARM templates, Azure Virtual Networks, Network Security Groups. Maintaining credential management such as service account, certificate rotations based on policy Documentation of new components, activities, improvements and Creating new SOPs for issues and troubleshooting guides for new alerts & known issues.

Platform - ServiceNow, Azure Networking, RCA, Incident Management, Problem Management, Server Deployment and Application Management

**Project Manager**

**Sep '2015' - Feb '2016'**

[**HCL Technologies**](http://www.hcltech.com/)**-Hyderabad, Telangana, India**

Responsible for daily Live Site Operations, Incident Management, Vendor Management, Live Site Metrics, Postmortem and documentation. Regularly collaborate with more than 50 feature teams to drive feature improvements, defect resolution, and other platform improvements while managing a local and offshore vendor team. 

Automate key SRE metrics and IT Service Operations processes including customer impact, % availability of critical business flows, SLO/SLI adherence, error budget, automate incident process for IT Service Operations through data integrating with unified communications, alerting/notification systems. 

Responsible for establishing the appropriate processes for identifying trends and potential problem sources (by reviewing Incident and problem analysis) in collaboration with Operational Support teams and Management organizations). 

**Technical Lead**

**Sep'2013' - Aug '2015'**

[**Mindtree Limited**](https://www.ltimindtree.com/)**-Hyderabad, Telangana, India**

Design and develop Computer network systems. Analyze system requirements to determine feasibility of design within time and cost constraints. Install, configure, design, and support Local Area Network (LAN), Wide Area Network (WAN) and complex Internet system for multi users. 

Responsible for Configuring Azure infrastructure like creating SQL Servers, Databases, Application insights, Azure Traffic Manager, Resource groups, storage accounts, Virtual networks and instance scaling etc.

Communicates with Infrastructure staff regarding additions, updates, changes, and migrations for Software Development based applications for all Production, UAT, Test and Development environments.

**Technical Lead Aug ‘2008’ - Aug ‘2013’**

[**Fujitsu**](https://www.fujitsu.com/global/)**-Pune, India**

Expertise in installing, configuring, and administering multi-platform environments for ensuring optimum network configuration as well as multi-site routing, peering & maintenance activities for meeting the set quality of service targets.

Experienced in managing IT Infrastructure related Projects/operations encompassing design, implementation, administration, and maintenance of large & complex networks & systems.

Expertise in installing, configuring, and administering complex networking hardware and backups in multi- platform environments for ensuring optimum network configuration as well as multi-site routing, peering & maintenance activities for meeting the set quality of service targets.

Implemented & configured Active Directory Services for Microsoft Windows 2003/2008 Servers.

Provided remote support for servers in different Data Centers across the World (More than ~ 650 servers under single tree).

Managed Active directory forest with more than 15000 users. Managing AD users, Computers, Groups, Group memberships, OUs and service account.

Creation trust relation between two different domains (one-way trust or two-way trust) in the same forest. Applying Security Updates on Windows Servers using Windows Server Update Services.